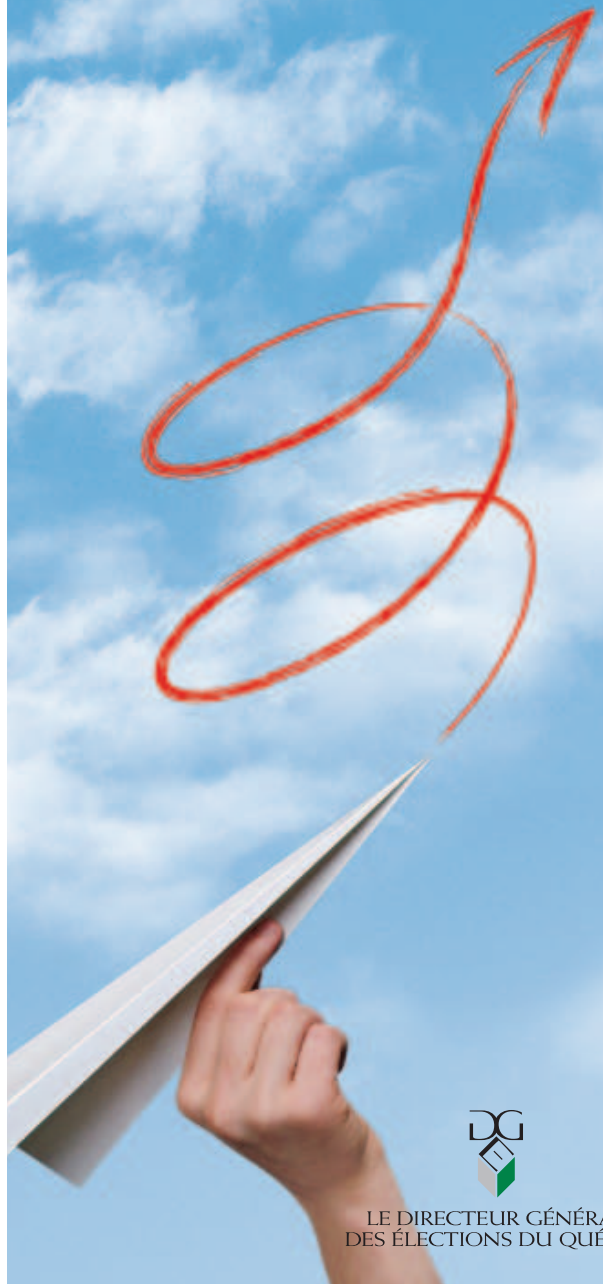


Service  
Statement

# to Citizens



LE DIRECTEUR GÉNÉRAL  
DES ÉLECTIONS DU QUÉBEC



LE DIRECTEUR GÉNÉRAL  
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Service  
Statement  
**to  
Citizens**



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# Our Mission

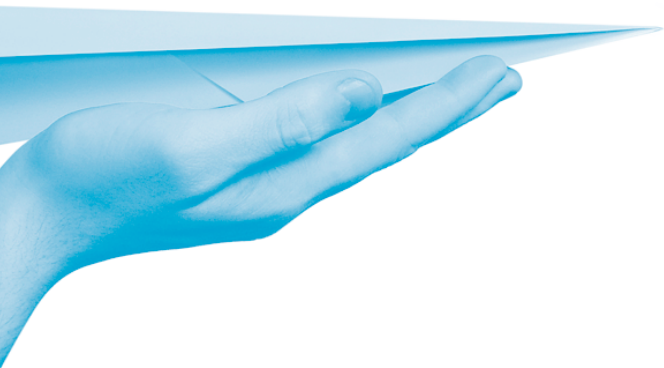
The mission of the Chief Electoral Officer, an independent institution that reports directly to the National Assembly, is to oversee the holding of elections and referendums, to guarantee the full exercise of electoral rights, and to promote the democratic values of Québec society.

# Our Products and Services

We mainly provide:

- an information centre that is attuned to the needs of the population;
- a permanent list of electors registration and update service;
- information campaigns to facilitate the exercise of the right to vote;
- opinions, advice and information concerning the application and interpretation of electoral legislation;
- information and training sessions, as well as democracy education activities;
- assistance to persons wishing to obtain authorization to form a political party or to run for election;
- tools and guides to help the various stakeholders carry out their duties;
- access at all times to the register as well as to the financial reports and the returns of election expenses of the parties and candidates authorized throughout Québec;
- a website that is continuously being updated;
- brochures, pamphlets, election maps, and electronic slide shows;
- a library and a map library offering a wide array of election information.

Whether you are a citizen, a representative of a political entity, a candidate running for election, an elected official, or a partner of a municipality or a school board, you are among those to whom we wish to offer the best possible services.



# Our Commitments

## **Impartial, Fair and Equitable Treatment**

We assure you that:

- neither political allegiance, social status, the geographic origin of the person making the request, nor any other form of distinction will be taken into consideration in the delivery of our services.

## **A Quick and Courteous Reply**

You can count on us to:

- serve you attentively, respectfully and courteously;
- immediately respond to your request or indicate to you the time when we will be able to do so.

## **High Quality Information**

We take all the necessary steps to:

- give you the information you need to enable you to exercise your right to vote and your right to be a candidate;
- provide you with clear and complete information as well as documents written in simple language;
- offer you a high quality website with data that are updated on a regular basis.



## **Easy Access to Our Services**

We undertake to:

- offer you telephone information from 8:30 a.m. to 12 noon and from 1 p.m. to 4:30 p.m. on week days and provide you with access to our automated telephone services at lunch hour, in the evening and on weekends. These hours will be adapted during election periods;
- call you back on the same day or on the following business day when you leave a message at a time when our offices are closed;
- provide a teletype service for persons who are deaf or hearing impaired;
- simplify our rules and procedures.

## **Confidentiality of Personal Information**

We assure you that:

- we will take all the measures required to protect your personal information;
- the data found on the permanent list of electors will be used only as provided for in the Election Act;

To ensure that its commitments are respected, the Chief Electoral Officer will make all of its personnel and partners aware of how to continue offering high quality services to all citizens.

# Response Times

We are committed to respecting the following time limits:

## Our Telephone Services

Maximum time limit before talking to an attendant

2 minutes

Reply time limit after leaving a message

Telephone call the same day or the following business day

## Mail

Time limit for obtaining a reply to a letter sent by mail or by fax

10 business days

If we cannot respond to your request within 10 business days, we will indicate to you when we will be able to do so

Time limit for obtaining a reply to a letter sent by e-mail

Will send an acknowledgement of receipt the same day or the following business day

If we cannot respond to your request within 10 business days, we will indicate to you when we will be able to do so

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## Counter Reception

Maximum waiting time limit when you come to our offices

5 minutes

## Requests for Access

Time limit for obtaining a reply to a request for access

20 days maximum (as set out in the Act respecting Access to documents held by public bodies and the Protection of personal information)

## Returning Officers to Assist You

During a provincial election or referendum, the Chief Electoral Officer calls upon the expertise of returning officers in each of the electoral divisions. These persons ensure that the poll unfolds smoothly. During an election period, they can respond to your needs and answer most of your questions.

## Are You Satisfied With Our Services?

If you have comments to make or if you are dissatisfied with our services, we ask that you contact us by telephone, mail or e-mail. Our contact information is indicated at the end of this brochure.

Complaints will be forwarded to the Secretary General, who will process them confidentially. No later than the following business day, a member of the Secretary General department will call you. If we are unable to reach you, we will send you an acknowledgment of receipt asking you to contact us.

You will receive a clear and detailed reply within a maximum of 20 business days following receipt of the complaint. However, this time limit may be modified during an election period considering the requirements of the situation.

## Follow-up on Our Commitments

The Chief Electoral Officer intends to do a regular follow-up on his service statement to citizens. To support its implementation, a plan to improve services to citizens will be prepared on a yearly basis.

The results obtained concerning these commitments will be made public in our Institution's annual management report. This report may be consulted on the website of the Chief Electoral Officer.



# To Contact Us

## **Le Directeur général des élections du Québec**

### **Information Centre:**

(418) 528-0422

### **Toll free, throughout Québec:**

1-888-ELECTION (1-888-353-2846)

### **Fax:**

(418) 643-7291

### **Telecommunication apparatus for the deaf or hearing impaired (TTY):**

(418) 646-0644

1-800-537-0644

### **E-mail:**

[info@electionsquebec.qc.ca](mailto:info@electionsquebec.qc.ca)

### **Website:**

[www.electionsquebec.qc.ca](http://www.electionsquebec.qc.ca)

### **Québec City Office**

Édifice René-Lévesque

3460, rue de La Pérade

Sainte-Foy (Québec)

G1X 3Y5

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### **Montréal Office**

1200, avenue McGill College, bureau 2200

Montréal (Québec)

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*Une version française de ce document  
est aussi disponible sur demande.*