

CONFIDENTIALITY OF INFORMATION

During the processing of a complaint, we agree to:

- limit the use of the information provided to us in compliance with the applicable laws;
- ensure the confidentiality of the personal information concerning you.

IF YOU ARE DISSATISFIED WITH OUR SERVICES

If you wish to express your dissatisfaction, have comments that you want to make concerning the quality of our services, or if you would like to suggest improvements, we invite you to get in touch with the Service de la qualité.

Service de la qualité

Commission des normes du travail

Hall Est, 7^e étage
400, boulevard Jean-Lesage
Québec (Québec) G1K 8W1

qualiteservices@cnt.gouv.qc.ca
Tel.: 418 525-2161
1 888 708-9188 (toll-free)

The Commission des normes du travail agrees to contact you in the two working days following receipt of your letter or telephone call.

EVALUATION OF OUR COMMITMENTS

The Commission des normes du travail does a follow-up on the fulfillment of its commitments and reports on the results obtained in its annual report.

OUR POINTS OF SERVICE

REGIONAL OFFICES

Abitibi-Témiscamingue et Nord-du-Québec

33, rue Gamble Ouest, bureau 09
Rouyn-Noranda (Québec) J9X 2R3

Bas-Saint-Laurent et Gaspésie-Îles-de-la-Madeleine

235, avenue Saint-Jérôme, bureau 301
Matane (Québec) G4W 3A7

Capitale-Nationale

Hall Est, 4^e étage
400, boulevard Jean-Lesage
Québec (Québec) G1K 8W1

Chaudière-Appalaches

Bureau 100
1112, boulevard de la Rive-Sud
Saint-Romuald (Québec) G6W 5M6

Côte-Nord

975, rue Nouvel
Baie-Comeau (Québec) G5C 2C9

Estrie

200, rue Belvédère Nord, bureau 1.01
Sherbrooke (Québec) J1H 4A9

Lanaudière

1679, chemin Gascon
Terrebonne (Québec) J6X 3Z6

Laurentides

10, rue Saint-Joseph, bureau 305
Saint-Jérôme (Québec) J7Z 7G7

HEAD OFFICE

Hall Est, 7^e étage
400, boulevard Jean-Lesage
Québec (Québec) G1K 8W1

DIRECTION DES AFFAIRES JURIDIQUES

Québec

Hall Est, 7^e étage
400, boulevard Jean-Lesage
Québec (Québec) G1K 8W1

Laval

Bureau 810
1200, boulevard Chomedey
Laval (Québec) H7V 3Z3

Mauricie et Centre-du-Québec

100, rue Laviolette, bureau 310
Trois-Rivières (Québec) G9A 5S9

Montérégie

Place Montérégie
Bureau 300
101, boulevard Roland-Therrien
Longueuil (Québec) J4H 4B9

Montréal

26^e étage
500, boulevard René-Lévesque Ouest
Montréal (Québec) H2Z 2A5

Outaouais

Bureau 7.350
170, rue de l'Hôtel-de-Ville
Gatineau (Québec) J8X 4C2

Saguenay-Lac-Saint-Jean

Faubourg Sagamie
Bureau 101
2655, boulevard du Royaume
Jonquière (Québec) G7X 4S9

Montréal

25^e étage
500, boulevard René-Lévesque Ouest
Montréal (Québec) H2Z 2A5

SERVICE DES RENSEIGNEMENTS

Montréal Region

514 873-7061

Elsewhere in Québec, toll-free

1 800 265-1414

Internet

www.cnt.gouv.qc.ca
srt-montreal@cnt.gouv.qc.ca

In this document, the masculine gender designates both women and men.
No discrimination is intended.

Copie française disponible sur demande.

Commission
des normes
du travail

Québec 

Commission des normes du travail

STATEMENT OF SERVICES
FOR THE PUBLIC

Québec 



C-0224-A (06-02)

OUR SERVICES

The mission of the Commission des normes du travail is to oversee the implementation and application of labour standards in Québec.

To carry out its mission, the Commission des normes du travail offers various services to the public. It:

- responds to requests for information;
- engages in information and awareness promotion activities;
- carries out operations to monitor the application of the Act respecting labour standards and the National Holiday Act;
- makes investigations when a complaint is filed;
- establishes the amount of the claim and requests payment;

- institutes legal proceedings before the civil courts on behalf of employees;
- offers a mediation service to employees and employers following the tabling of a complaint against a prohibited practice, against a dismissal not made for good and sufficient cause, or against psychological harassment;
- represents employees before the Commission des relations du travail.

The Commission also offers employers a partnership program, advisory assistance services, as well as seminars on the application of the Act respecting labour standards.

To serve Québec's entire population, the Commission is present in 14 administrative regions. It also offers a centralized telephone information service.

OUR COMMITMENTS

IF YOU CONTACT US...

The Commission des normes du travail is motivated by three values: **respect**, **fairness** and **competence**. It is by drawing inspiration from these values that we make a commitment to employees and employers to:

- foster a relationship based on courtesy and attentiveness in all our exchanges;
- process your request promptly and efficiently, taking into account your respective rights and obligations;
- provide clear and uniform information.

We agree to inform employees about the content of labour standards and to support employees in the exercise of their rights.

We agree to inform employers about the content of labour standards and to support employers in the performance of their obligations regarding the application of the Act.

Respect
Fairness
Competence

Moreover, we agree to:

- give you access to a clerk of our Service des renseignements in three minutes or less, Monday through Friday, from 8:00 a.m. to 5:00 p.m.;
- give you access, 24 hours a day, seven days a week, to our information capsules on the Act by way of our electronic telephone information system;
- welcome you when you arrive at our regional offices and receive you within 15 minutes, Monday through Friday, from 8:30 a.m. to 4:30 p.m. If we are unable to receive you within this time period, you will be informed immediately. However, please note that some offices are closed from 12 noon to 1 p.m. Consult our web site or get in touch with the Service des renseignements to find out the business hours of the office nearest you;
- contact you within five working days following the receipt of your request for service submitted by mail;
- acknowledge receipt of your request for information sent by e-mail within one working day following its receipt and to respond to it within two working days;
- maintain up-to-date the information disseminated on our Internet site and make it readily available.

IF YOU ARE AN EMPLOYEE AND YOU FILE A COMPLAINT

At the time that you make your complaint

We agree to explain each of the stages in the processing of your complaint, namely:

- immediately, when you file this complaint in person or by telephone;
- not later than two working days following the receipt of your complaint by mail, e-mail or fax.

We will give you or send you a pamphlet that describes the stages in the processing of your complaint.

Following the tabling of your complaint

We will endeavor to process your complaint within a maximum period of 90 days, except if your employer has declared bankruptcy or is insolvent. However, this time period may be greater for complaints related to psychological harassment.

When legal proceedings must be initiated, we agree to contact you to inform you of the main stages in the processing of your file.

When you contact us to obtain information concerning the status of your complaint, we agree to give you an answer in the two working days following receipt of your request.

If you disagree with a decision of the Commission, you are entitled to a review. The Commission agrees to make a decision in the 30 days following receipt of your application for review.

IF YOU ARE AN EMPLOYER AND A COMPLAINT CONCERNS YOU

We agree to:

- inform you of the services to which you and the employee are entitled as well as of the status of the complaint;
- inform you of the employee's recourses;
- provide you with all information pertaining to the application of the Act.

YOUR COOPERATION IS ESSENTIAL

We are counting on you to:

- promptly follow up on our request for information;
- inform us of your full address and telephone number so that we can reach you easily;
- notify us of any change in your situation.

A file that is incomplete or requiring additional verifications may prevent us from meeting our commitments.