

Modernization of Public Management

Service Statement to Citizens

Secrétariat à l'action communautaire autonome du Québec

TO PROVIDE BETTER  SERVICES TO CITIZENS

Québec 
Ministère de l'Emploi
et de la Solidarité sociale

SERVICE STATEMENT TO CITIZENS

Our mission

The Secrétariat à l'action communautaire autonome du Québec contributes to the mission of the Ministère de l'Emploi et de la Solidarité sociale, namely, to fight unemployment and social exclusion.

It achieves its goal by providing financial support to community organizations that work to improve the lives of Quebecers. Furthermore, it advises the government on the support granted to these organizations, develops expertise in independent community and volunteer action, and is responsible for the Hommage bénévolat-Québec awards.

Our services

The Secrétariat offers independent community action groups three financial support programs:

- Soutien à la défense collective des droits (Group advocacy)
- Soutien à des projets de développement de l'action communautaire autonome (Development of independent community action projects)
- Soutien aux organismes et aux regroupements d'organismes sans port d'attache (Organizations and groups that have no affiliation with a government department or agency)

It also offer refers clients to the appropriate community resources, according to the type of need. The Secrétariat à l'action communautaire autonome du Québec relies on its competent **and impartial staff** to provide these services.

Our commitments

Providing you with quality service is our primary concern. Consequently, we pledge to

- serve you respectfully, diligently and with courtesy.
- provide you with the most complete and accurate information possible on our services.
- use clear and concise language in writing and speaking.
- inform you of the grounds of a decision that concerns you and, where applicable, propose alternative solutions.
- ensure that personal information is kept confidential.
- return phone calls within 24 hours and, if necessary, forward your call to someone for immediate assistance.

In addition, we will

- answer your requests properly or refer you without delay to someone who can provide answers.
- inform you of how you can access our services and help you complete your application for financial assistance, if necessary.
- acknowledge receipt of your application within **five working days** of the date we receive the application.
- process all applications for financial support quickly and before the prescribed deadline for each program.

- issue the awarded subsidy within **ten working days** of receipt of the memorandum of understanding signed by the representative of your organization.
- assign an officer to your file.
- provide customized support and refer you to the appropriate community resources.
- assign any review applications submitted under the Soutien à la défense collective des droits (Advocacy) program to an officer other than the one who processed the application.

Your cooperation

In order to serve you better, we rely on your cooperation, courtesy and punctuality in submitting any applications for financial support.

Recourse

If you are dissatisfied with the quality of the services you receive

You can report to the reception area of the Secrétariat à l'action communautaire autonome du Québec. We will then direct you to the person in charge of customer service.

Effective date, reviews and evaluation

The first Service Statement came into effect April 1, 2001. It was updated on January 20, 2003, and will be revised as required to take into account changes in the needs of our clients and the delivery of Secrétariat à l'action communautaire autonome du Québec's services.

The Statement will be evaluated periodically and the results made public in the Secrétariat's annual management report.

To contact us

Secrétariat à l'action communautaire autonome du Québec

430, chemin Sainte-Foy
Québec (Québec) G1S 2J5
Email: saca@saca.gouv.qc.ca

If you live in the Québec City area:

(418) 646-9270

If you live elsewhere in Québec, toll-free:

1 800 577-2844

Our offices are open Monday to Friday, from 8:30 a.m. to 12:00 p.m.
and from 1:00 p.m. to 4:30 p.m.