



JOINT SERVICE

STATEMENT TO CITIZENS



LE DIRECTEUR GÉNÉRAL
DES ÉLECTIONS DU QUÉBEC



Commission de la représentation
électorale du Québec



OUR MISSIONS

The Directeur général des élections (DGE) and the Commission de la représentation électorale (CRE) are independent and impartial institutions.

The **DGE's** mission is to ensure the integrity of the electoral system. To achieve this goal, the DGE:

- ensures the successful holding of provincial elections;
- provides support for the organizing of municipal and school board elections;
- ensures the enforcement of political financing rules;
- guarantees the full exercise of electoral rights;
- acts as public prosecutor; and
- promotes the democratic values of Québec society in electoral matters.

The **CRE's** mission is to draw up the electoral map of Québec and, where required, those of municipalities and school boards, by promoting the consultation of citizens and by ensuring them fair and equitable representation.

OUR PRODUCTS AND SERVICES

We want to offer you the best possible services. To this end, we have put at your disposal **a website** (electionsquebec.qc.ca) and **an information centre** (418-528-0422 or 1-888-ELECTION) offering you access to an extensive range of information. We are also present on social media to provide information and answer your questions.

Here are our main products and services, a number of which are also available online .

DIRECTEUR GÉNÉRAL DES ÉLECTIONS

You wish to...

... exercise your right to vote?

We offer

- a permanent list of electors registration and update service;
- various ways to facilitate revision of registration on the list of electors as well as the exercise of the right to vote;
- notices sent to electors informing them of voting procedures; and
- accessible polling stations, near the elector's home.

... run for office?



We offer

- notices, guides, training sessions and support in obtaining authorization as an independent candidate or creating a political party.

... learn more about elections?





We offer

- electoral results at the provincial level .
- information campaigns for electors;

- information and training sessions as well as education on democracy activities;
- consciousness-raising and education on democracy material ; and
- research and study reports .

... learn more about political party financing?

We offer

- access to the Register of authorized political entities of Québec (RAPEQ) .
- access to financial and election expenses reports of political parties and authorized candidates and statistics on the subject .
- an online payment service for political contributions by credit card at the provincial level ; and
- a search engine for contributions made to political entities or in the context of a political party leadership race .

... report a fact or situation related to political party financing?

We offer



- a confidential tip line.

COMMISSION DE LA REPRÉSENTATION ÉLECTORALE

You wish to...

... learn more about delimitation principles and electoral divisions?

We offer

- information on the delimitation process for electoral divisions and electoral districts, particularly during public hearings .
- information on electoral divisions .

OUR GENERAL COMMITMENTS

Our actions and our commitments reflect the values that guide us as expressed in our strategic plans, i.e. impartiality, fairness, independence, transparency, competence and integrity. A respect for these commitments stems from the professionalism and dedication of our staff, always eager to offer you high quality services.

A QUICK AND COURTEOUS REPLY

You can count on us to

- clearly identify ourselves during any communication with you;
- listen to you carefully to fully understand your request;
- serve you respectfully and courteously; and
- promptly respond to your request.

HIGH QUALITY INFORMATION

We do everything in our power to

- provide you with complete information that meets your needs, as well as documents written in clear and easy-to-understand language; and
- offer you a high quality website with data that are updated on a regular basis.

CONFIDENTIALITY OF PERSONAL INFORMATION

We take all necessary steps to

- ensure the confidentiality of personal information in our possession, in accordance with prevailing legislation.

EASY ACCESS TO OUR SERVICES

We ensure that

- you can contact us via the method of your choice: telephone, email, social media, fax, regular mail or in person at our offices;
- you can speak to a member of our staff during our opening hours, toll free, from anywhere in Canada or the United States; outside these hours, you have access to voicemail;
- during election periods, our opening hours are adapted, in order to meet higher demand;
- during the revision of the electoral map, public hearings are held in sufficient number and at appropriate locations; anyone who so wishes can be heard and any representation, whatever its form, is accepted.

ADAPTED SERVICES

You can count on us to

- take the necessary measures to adapt our documents and services to the needs of persons with disabilities;
- provide a Teletypewriter service (TTY) for persons who are deaf or hearing impaired; and
- maintain our websites in an accessible format.

OUR SPECIFIC COMMITMENTS

RESPONSE TIMES AT THE INFORMATION CENTRE:

Maximum target waiting time	
TELEPHONE SERVICES	
Waiting time before talking to us	2 minutes
Response time after leaving a message	Telephone call the same day or the following business day

EMAIL	
Response time to an email message	A reply or an acknowledgment of receipt on the same day or the following business day

RECEPTION AT OUR HEAD OFFICE:

Maximum target waiting time	
Waiting time when you come to our head office	5 minutes

HELP US BETTER SERVE YOU

For all comments about our services or about the administration of electoral legislation, please refer to our complaints policy (electionsquebec.qc.ca).

COMPLAINTS REGARDING OUR SERVICES

If you are dissatisfied with our services, you may contact us by telephone, email or regular mail or come to our office. Our contact information is indicated at the end of this brochure.

You will receive a clear and complete response within a **maximum of 20 business days following receipt of the complaint**. Please note that this time limit may be modified during an election period considering the requirements of the situation.

COMPLAINTS REGARDING THE APPLICATION OF ELECTORAL LEGISLATION

Regarding all complaints related to the application of provisions of electoral laws, our complaints policy outlines the procedure to follow and our commitments in this regard.



FOLLOW-UP ON OUR COMMITMENTS

We intend to do an annual follow-up on the implementation of our service statement to citizens. The results obtained concerning these commitments will be made public in our annual management report. This report may be consulted on our website (electionsquebec.qc.ca).



TO CONTACT US

Information Centre: 418-528-0422

**Toll-free in Canada
and the U.S.:** 1-888-ELECTION
(1-888-353-2846)

**Teletypewriter service
for the deaf or hearing
impaired (TTY):** 418-646-0644

Toll-free in Québec: 1-800-537-0644

Fax: 418-643-7291

Toll-free in Québec: 1-866-225-4095

Website: electionsquebec.qc.ca

Email: info@electionsquebec.qc.ca

Social media: facebook.com/electionsquebec
twitter.com/electionsquebec
plus.google.com/+electionsquebec
youtube.com/electionsquebec

Head Office: Édifice René-Lévesque
3460, rue de La Pérade
Québec (Québec) G1X 3Y5

During election periods, you will find the contact information of our 125 returning officers in the special “General Elections” section of our website.

Our opening hours:

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

These hours are adapted during election periods.