

DECLARATION OF CLIENT SERVICES

Our mission

To promote immigration, select immigrants and foster their integration into a society that is open to pluralism and conducive to cordial intercultural relations.

Our vision

To lead a network of partners committed to strengthening the contribution of immigration to the sustainable development of Québec and its regions and, in so doing, ensuring that the common values of Québec are respected.

Our values

We are guided by ethics in our actions. We foster the following values: competence, fairness, integrity, loyalty, openness, respect and service-mindedness.

OUR PRIMARY SERVICES

TO HELP YOU IMMIGRATE TO QUÉBEC

- Preliminary Evaluation for Immigration to enable you to find out your chances of being selected by Québec
- Information sessions about Québec held in certain locations abroad
- Permanent immigration
 - APPLICATIONS FOR A *CERTIFICAT DE SÉLECTION DU QUÉBEC* (CSQ – QUÉBEC SELECTION CERTIFICATE)
 - Permanent workers
 - Temporary workers in Québec and foreign students who have obtained a Québec diploma under the *Programme de l'expérience québécoise* (Québec experience program) or the regular selection program for skilled workers
 - Businesspeople (entrepreneurs, investors, self-employed workers)
 - Administrative review of application-rejection decisions

UNDERTAKING APPLICATIONS FOR COLLECTIVE AND FAMILY SPONSORSHIPS

- Temporary immigration
 - APPLICATIONS FOR OR RENEWALS OF A *CERTIFICAT D'ACCEPTATION DU QUÉBEC* (CAQ – QUÉBEC ACCEPTANCE CERTIFICATE)
 - Foreign students
 - Temporary workers
 - Individuals on a temporary stay to receive medical treatment

TO HELP YOU LEARN FRENCH

- Referral, when abroad, to French-language proficiency assessment and training services
- Full-time, part-time and specialized French courses offered at educational institutions and community organizations
- Online French courses
- Self-learning centre
- Online database of French exercises
- Financial assistance for students
- Reimbursement of French courses taken abroad at Ministère partner organization

TO HELP YOU INTEGRATE INTO QUÉBEC SOCIETY

- Welcome when you arrive at Montréal-Trudeau International Airport
- Introduction to Immigration-Québec Services: individual meetings or group sessions on the first steps to take to settle in Québec
- *Évaluation comparative des études effectuées hors du Québec* (comparative evaluation for studies done outside Québec)
- Support for applicants in their dealings with a professional order or other regulatory body

In partnership with community organizations:

- Welcome for refugees assisted by the government and support for them in settling in Québec
- Personalized support through the *Learning about Québec* guide
- *Vivre ensemble au Québec* (living together in Québec) information sessions on the common values of Québec society
- *S'adapter au monde du travail québécois* (adapting to Québec's world of work) training sessions
- Information sessions on living and working in Québec's regions

TO HELP YOU ACT AS AN IMMIGRATION CONSULTANT

- The application for recognition or recognition renewal application

TO SUPPORT ENTERPRISES

- Advisory services regarding interregional and international recruitment of skilled workers
- Validation of temporary job offers for foreign workers
- Access to information about the *Évaluation comparative des études effectuées hors du Québec* and the Québec educational system
- Support for organizing French courses in the workplace
- Access to diversity-management tools and consultants

The commitments outlined in this Declaration of Client Services reflect our determination to offer you quality services day after day.

Employees of the Ministère de l'Immigration et des Communautés culturelles

COURTEOUS PERSONNEL WHO LISTENS TO YOU

- You can count on us to identify ourselves by name, greet you courteously and listen to you attentively.

ACCESSIBLE SERVICES

- We offer you a toll-free telephone service available across Québec.
- We make online services available to you.
- We provide you with easy access to our offices and take the necessary measures to adapt our services to the handicapped.
- We keep your appointment time.
- We answer the messages left in our voice mail within one business day.
- We refer you, where necessary, to the organization best able to meet your needs.

QUALITY INFORMATION

- We provide you with complete and accurate information
- We use language that is simple, clear and easy to understand.
- We send you information to help you make decisions, exercise your rights and assume your responsibilities.
- We explain the reasons for the decision made about your application and inform you about the recourses available to you.



PROTECTION OF YOUR PERSONAL INFORMATION

- We ascertain your identity when you contact us.
- We guarantee the confidentiality of information about you and your immigration efforts, in accordance with the *Act respecting access to documents held by public bodies and the protection of personal information*.

CONTINUOUSLY IMPROVING SERVICES

- We consult you periodically about your expectations and your satisfaction with our services.
- We take your comments and suggestions into account.
- We indicate the results we achieve with respect to our commitments as well as our processing and response times, in our annual management report.

OUR PROCESSING AND RESPONSE TIMES

TO HELP YOU IMMIGRATE TO QUÉBEC

Letter confirming that your file has been opened following receipt of your application for a *Certificat de sélection du Québec* (Québec selection certificate), and inviting you to visit our web site to find out about current processing times (skilled workers and businesspeople)

_____ 30 days

Decision about your application for a *Certificat de sélection du Québec* (Québec selection certificate) under the *Programme de l'expérience québécoise* (Québec experience program)

_____ 20 days

Decision about your application for a *Certificat d'acceptation du Québec pour études* (Québec acceptance certificate for studies)

_____ 20 days

Decision about your undertaking application for family sponsorship

_____ 20 days

TO HELP YOU INTEGRATE INTO QUÉBEC SOCIETY

Meeting on the first steps to take to settle in Québec

_____ 5 days

S'adapter au monde du travail québécois (adapting to Québec's world of work) training sessions

_____ 15 days

Letter confirming that your file has been opened following your *Évaluation comparative des études effectuées hors du Québec* (comparative evaluation for studies done outside Québec), and inviting you to visit our web site to find out about current processing times

_____ 15 days

Support in your dealings with a professional order or other regulatory body

_____ 20 days

TO HELP YOU LEARN FRENCH

Full-time French courses

– Notice of eligibility

_____ 20 days

– Start of courses after eligibility is confirmed

_____ 65 days

TO HELP YOU OBTAIN GENERAL INFORMATION

Response time for your telephone calls

_____ 3 minutes

Response time for your requests by e-mail

_____ 5 days

Our processing and response times are calculated in **business days**, starting from the **date we receive** your application. These times do not include mailing times.

If your application is incomplete, we will notify you promptly. Processing is then suspended until we have received the missing information or documents.

If you decide to postpone your appointment date, a new appointment will be made for you according to the time frames indicated in this Declaration of Client Services.





YOUR COLLABORATION IS IMPORTANT

PLEASE HELP US SERVE YOU BETTER!

Your collaboration and courteousness is essential.

- To enable us to provide you with service within the best possible time frames, please make sure you:
 - supply us with complete and accurate information;
 - send us all required documents;
 - notify us of your change of address or any other change of information in your file;
 - pay the required fees.

TO FIND OUT ABOUT OUR PRIMARY SERVICES

INFORMATION CAPSULES

Telephone: 514 864-9292 Montréal area
1 866 864-9292 Elsewhere in Québec (toll free)

24 hours a day, 7 days a week
(English, French and Spanish)

TO REACH US

INFORMATION QUERIES

Telephone: 514 864-9191 Montréal area
1 877 864-9191 Elsewhere in Québec (toll free)



Telecommunications device
for the deaf and hearing
impaired – TDD:

514 864-8158 Montréal area
1 866 227-5968 Elsewhere in Québec (toll free)

Monday to Friday, from 8:00 a.m. to 4:30 p.m., except
Wednesday, from 10:30 a.m.

YOUR COMMENTS ARE VALUABLE

The Commissaire aux plaintes et à la qualité des services processes complaints and comments in complete confidentiality. Do not hesitate to contact the Commissaire.

Acknowledgment of receipt

_____ 2 days

Reply

_____ 10 days

Commissaire aux plaintes et à la qualité des services
Ministère de l'Immigration et des Communautés culturelles
360, rue McGill
Montréal (Québec) H2Y 2E9

Telephone: 514 873-3533
1 800 771-0464 (toll free)

Fax: 514 873-6399