

DECLARATION OF SERVICES TO THE PUBLIC

CURATEUR PUBLIC



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An accessible version is available online at
[Québec.ca/en/declaration-services-curateur-public](https://quebec.ca/en/declaration-services-curateur-public).

For more information about the Curateur public and its services, visit
[Québec.ca/en/curateur-public](https://quebec.ca/en/curateur-public)

Contact us

Curateur public
1 844 LECURATEUR (532-8728)
[Québec.ca/curateur-public-contact-us](https://quebec.ca/curateur-public-contact-us)

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MISSION AND CLIENTELE

The Curateur public du Québec represents incapable persons, looks after their well-being, and manages their patrimony while taking into account their wishes and preferences. We also support the people close to them who are acting as their representatives or assistants. We carry out our mission in close collaboration with our partners.

Our mission includes the following responsibilities:

- Act as tutor, tutorship council, or temporary representative, by court order, as a last resort. In these cases, we provide protection for the person based on their interests, respect for their rights, and the safeguarding of their autonomy, while taking their wishes and preferences into account.
- Recognize assistants to persons of full age and maintain a public register of recognized assistants;
- Support tutors to persons of full age and minors, and oversee their management of patrimonies;
- Inform assisted persons, represented persons, assistants, mandataries, tutors, and temporary representatives of the rules that apply to them;
- Educate the public about the issues surrounding incapacity and ways to protect an incapable person.

We work with and for the following clientele:

Assisted persons: A person living with a difficulty may be assisted by one or two officially recognized assistants.

The assistants: Assistants are officially recognized to assist a person who is experiencing a difficulty and who requests help. They act as intermediaries with organizations, businesses and professionals.

Persons represented: An adult who can no longer care for themselves or manage their assets may be represented by someone close to them, for example, under a protection mandate, a tutorship, or a temporary representation. If no one close to them can play this role, the Curateur public can represent them.

Legal representatives: The legal representative (mandatary, tutor or temporary representative) of an incapable adult looks after their well-being while acting in their best interest, preserving their autonomy, respecting their rights, and taking into account their wishes and preferences. They make decisions on the person's behalf, while involving them in those decisions to the extent that they are capable.

The tutorship council: The tutorship council protects the interests of the represented person by overseeing the tutorship and supporting the tutor. The tutorship council may be asked to give opinions and authorizations and to make certain decisions.

General public: The Curateur public responds when isolated people have an urgent need for protection, for example, by receiving applications for authorization to provide care. It also informs the general public about its mission and about incapacity in general.

SERVICE QUALITY COMMITMENTS

The following represents the commitments we make on a daily basis to provide quality services to the general public:

Respect	We treat our fellow citizens with consideration, respect and courtesy.
Reliability	We share accurate and trustworthy information. We work efficiently within the agreed time frame.
Personalization	We offer assistance to citizens to facilitate their efforts. We adapt to their reality by taking their specific needs into account. We maintain a personal relationship with the people we represent.
Confidentiality	We ensure the confidentiality of their personal information and protect their data.
Equity	We implement the appropriate means to meet their needs in a fair, impartial and non-discriminatory manner.



COMMITMENTS TO THE ORGANIZATION'S SERVICE STANDARDS

In order to provide the expected level of service quality, we are committed to the following standards¹:

Accessibility of information

For questions, the public can contact our general information service by phone, mail, email, or in person at our offices. They can also visit Québec.ca to access information about representation and assistance measures, including the protection mandate. Furthermore, they can access the public registers of [representation measures](#) and [assistants](#). In addition, we take steps to make our materials and services accessible to people with disabilities.



Our commitments:

Service standard commitments	Objectives
1. Answer calls made to our general information service in less than 3 minutes, during our business hours.	For 90% of calls
2. Respond to emails sent to our general information service within 2 business days.	For 95% of emails

1. Unless otherwise indicated, timelines are calculated in business days.

Recognition of assistants

A person living with a difficulty may be assisted by someone close to them who serves as a formal intermediary with agencies, businesses and professionals. To do so, the person must file an application for the recognition of an assistant with the Curateur public. Upon receipt of the application, we conduct security checks and meet with the applicant and the proposed assistant. Once the assistant has been recognized, we register them in the [Public register of assistants](#).

Our commitment:

Service standard commitments	Objectives
3. Once the application is complete, respond to an application for recognition of an assistant within 60 days.	For 80% of applications

Supporting the tutors in their responsibilities

We accompany the tutor and the tutorship council in order to help them carry out their responsibilities. Following the appointment of the tutor, we inform them of their [responsibilities](#) during a phone call and refer them, as well as the members of the tutorship council, to a guide and other tools. We remain available to answer questions.

To confirm that decisions are made in the best interests of the represented person, we diligently review documents submitted by tutors.

Our commitments:

Service standard commitments	Objectives
4. When a person is appointed tutor to a person of full age or secretary of a tutorship council, contact that person within 45 days following the appointment.	For 80% of appointments
5. When we are notified of a payment to a minor of more than \$40,000, contact the minor's tutor to the property within 10 days.	For 80% of payment notices received
6. Review the inventory sent to us for compliance within 60 days.	For 80% of files

Reception and assistance at the opening of a public tutorship

When a person's vulnerable situation may call for [a tutorship](#) and no one close to that person seems able to legally represent them, [a public tutorship](#) may be considered.

We meet with the person and contact the people close to them to ensure that the measure is necessary and appropriate for the situation, and to take into account the person's wishes and preferences. We also check to see if someone close to them is able to take on the role of tutor. We always recommend the most suitable measure. Any accommodation request for a disabled person will be considered to ensure accessibility during the opening of a public tutorship (reception and assistance).

Our commitments:

Service standard commitments	Objectives
7. Meet with the person to find out their views on the proposed protection measure before submitting the recommendation.	For 95% of those requesting the opening of a tutorship
8. Contact the people close to them to find out what they think of the proposed protection measure before submitting the recommendation.	For 95% of those requesting the opening of a tutorship

Representation of persons under public tutorship

When we are appointed by the court to be the tutor to a person in a vulnerable situation, we maintain a personal relationship with that person. We meet with them, and with their relatives, to analyze their situation, taking into account their level of autonomy, their need for protection, and their wishes. We then establish the person's representation plan, which subsequently guides our representation actions, such as healthcare follow-up and housing choices. This plan is reviewed and communicated to the person on a regular basis.

We also aim to balance their budget, i.e., plan daily expenses based on their income and needs. We draw up a balance sheet of their assets and carefully manage them to preserve their value, whenever the situation allows.

Our commitments:

Service standard commitments	Objectives
9. Develop the person's representation plan within 6 months after the tutorship is opened to document their situation and guide our actions.	For 92% of people newly represented by the Curateur public
10. File applications to claim Canadian government benefits to which the person is entitled within 10 days of file opening.	For 85% of people represented by the Curateur public
11. Respond to urgent requests for consent to care within one hour of receiving them, if the person is unable to do so. ²	For 95% of requests
12. Produce and make available an annual statement detailing the person's income, expenses, and financial status.	For 95% of people represented by the Curateur public

Handling reports of maltreatment, neglect and abuse

We handle reports made to us regarding potential maltreatment, neglect and abuse that could threaten the physical, mental or financial safety of an incapable or assisted person. If someone is aware of such a situation and is unable to take action, they can notify us by calling 1-844-LECURATEUR (532-8728). The report and the identity of the caller will remain confidential. We can be reached at any time, 24/7. If it turns out that the situation is not within our jurisdiction, we will forward the report to the person or organization that will be able to help.

Our commitment:

Service standard commitments	Objectives
13. Carry out our first interventions within 2 business days following receipt of the report.	For 90% of reports

2. Requests for consent to care can be received 24/7.

RESPONSIBILITIES, REMEDIES AND COMPLAINTS

Responsibilities

Your collaboration makes it possible for us to respect our commitments.

For an application for assistance:

- You must provide us with a complete file in order for us to meet the expected response time.

For a tutorship:

- As a tutor, you must notify us of any significant change in the situation of the represented person (their assets and/or a change of address);
- You must send us the inventory of the represented person's assets within the prescribed time limits;
- Each year, you must send us the administration report produced on behalf of the represented person;
- You must notify us of any change in the contact information of the tutor or the tutorship council members.

In the case of a tutorship to a person of full age, you must request the medical and psychosocial reassessments of the represented person within the prescribed time limits and send us the reassessment certificates.

Appeals and complaints

Complaints or dissatisfaction with our services sometimes stem from a communication problem or lack of information. As a first step, please contact the person in charge of your file or our general information service so we can resolve the situation with you.

Whether you wish to make a comment or lodge a complaint, rest assured that our information officers (1 844 LECURATEUR) or our Complaints Office agents (514 864-7053) will take the time to listen to you and direct you to the appropriate department or branch. You can also use the online form available at [Québec.ca/reporting-to-the-curateur-public](https://Quebec.ca/reporting-to-the-curateur-public). We treat all comments and complaints confidentially and with fairness, impartiality and integrity.

Our commitments:

Service standard commitments	Objectives
14. Contact you within 2 business days of receiving your complaint.	For 90% of complaints
15. Provide the initial findings of your complaint within 20 business days.	For 90% of complaints

We are committed to providing you with quality services, and we welcome your comments and suggestions to improve our services.

Contact us



By phone

1 844 LECURATEUR (532-8728)

Monday, Tuesday, Thursday and Friday:
8:30 a.m. to noon and 1:00 to 4:30 p.m.

Wednesday:
10 a.m. to noon and 1:00 to 4:30 p.m.



By email or mail

To write us using our email address or
to find out our office address:

[Québec.ca/curateur-public-contact-us](https://Quebec.ca/curateur-public-contact-us).

Date updated

This *Declaration of services to the public* was updated on April 1, 2026.

