

## In summary

Mediation is a free service offered to employees and employers to help them find a satisfactory solution to the dispute opposing them. This service is proposed by a staff that is qualified, impartial and respectful of your needs. Moreover, your participation in mediation is voluntary.

Your only commitment: to be willing to find  
**a fair solution.**

## Customer services

Montréal area  
**(514) 873-7061**

Elsewhere in Québec, dial toll free  
**1 800 265-1414**

Internet  
**[www.cnt.gouv.qc.ca](http://www.cnt.gouv.qc.ca)**

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

*Version française disponible sur demande.*



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# Mediation

A **free service**  
to help you rapidly  
**settle a dispute**

**Commission  
des normes  
du travail**

Québec 

Québec 



The Act respecting Labour Standards governs the conditions of employment of a large number of employees. Whether you are an employer or an employee, you may one day be involved in a recourse against a practice prohibited under the Act or against a dismissal not made for good and sufficient cause.

If this were to happen to you, you would undoubtedly want to find a solution to this conflict without necessarily having to institute legal proceedings which can often be long and costly. The Commission des normes du travail offers you this alternative through its mediation service.

### Fast service

As soon as a complaint against a prohibited practice or against a dismissal not made for good and sufficient cause is filed before the Commission des normes du travail, a qualified person will call you to offer you his services as a mediator. With your consent and the consent of the other party, this person will arrange a mediation meeting.

### A service geared to communication

In a climate that is conducive to discussions, the mediator will help you to establish a dialogue with the other party. In the presence of one another, you will be able to express your own point of view, examine potential solutions and negotiate the terms of an agreement to which you will have freely given your consent.

### An advantageous service

Mediation allows you:

- to actively look for a satisfactory solution to the conflict;
- to retain control over the decisions to be made;
- to save yourself time, money and aggravation;
- to reach a mutually acceptable agreement.

If no agreement is reached, the Commission des normes du travail will transmit the complaint without delay to the Commission des relations du travail. The Commission des normes du travail offers the employee the opportunity to be represented free of charge by one of its lawyers.

### A recognized service

Since 1992, close to 80% of the employees and employers involved in a recourse against a practice prohibited under the Act respecting Labour Standards or against a dismissal not made for good and sufficient cause have agreed to the mediation service. The comments received in response to various surveys testify to the quality of the service offered, to its usefulness and to the high level of user satisfaction.

### A professional service

The mediators of the Commission des normes du travail must abide by certain rules of ethics. A document, available upon request at all the regional offices of the Commission, describes their role, their duties and their responsibilities, in particular with respect to impartiality, fairness and confidentiality.

The mediator is a person who is neutral and who does not take sides, be it for the employer or for the employee. His role is:

- to explain to you the rules concerning mediation;
- to inform you of your rights and obligations under the Act;
- to give you his support throughout the process without, however, taking your place;
- to create a climate that is conducive to dialogue;
- to help you to express the facts related to the conflict;
- to help you find avenues that will lead to a settlement;
- to help you to clearly evaluate the situation and the proposed solutions;
- to make sure that you are satisfied with the proposed agreement.

To ensure that he remains objective, the mediator cannot have acted in another capacity in the matter that concerns you. Moreover, the information you confide in him during his mediation mandate is confidential, and no person may compel him to divulge such information. These guarantees are given under section 123.3 of the Act respecting Labour Standards.