



Statement of Services for the Public

LABOUR STANDARDS

For a better
understanding

Commission des normes du travail

Message from the Chairman-Director General

It gives me great pleasure to present the Statement of Services for the Public of the Commission des normes du travail.

Upon reading this statement, you will learn about the Commission's commitments concerning you and the levels of service that you have the right to obtain when you call on the Commission.

The improvement of the Commission's services has always been at the heart of its concerns. The Statement of Services for the Public falls within this continuity. Indeed, the Commission is pursuing its efforts to improve, on an on-going basis, the quality of the services that are offered to you.

ITS MISSION

The mission of the Commission des normes du travail is to promote, through its action, fair and balanced labour relations between employers and employees in compliance with the Act respecting labour standards.

ITS VALUES

To ensure the consistency between its mission and its actions, to inspire its staff and to guide its decisions, the Commission des normes du travail has chosen the following values: respect, fairness and responsibility.

ITS SERVICES

To carry out its mission, the Commission des normes du travail offers a host of services to the public:

- response to requests for information;
- carrying out of information, awareness promotion and prevention activities dealing with labour standards or the National Holiday;
- carrying out of operations to monitor the application of the Act;
- investigation following the filing of a complaint;
- establishment of the amount of the claim and request of its payment;
- offering of a mediation service within the context of the exercise of a recourse provided for under the Act;
- representation of the employee before the Courts or before the Commission des relations du travail.

ITS GENERAL COMMITMENTS

A MULTIMODE SERVICE

The Commission des normes du travail undertakes to facilitate access to its services by giving you the choice of methods of communication in order to reach it:

- by telephone,
- by Internet and by e-mail,
- by mail,
- at the counter, when you visit one of its offices.

However, for rapid access to its services, the Commission favours communications by telephone or over the Internet.

Under certain circumstances, you may, however, meet with one of its employees. Get in touch with the Commission's Service des renseignements to obtain more information on this subject.

A COURTEOUS, RAPID AND PERSONALIZED SERVICE

When you communicate with the Commission des normes du travail, it undertakes to:

- promote a relationship based on courtesy and attentiveness in all its exchanges;
- process your request promptly and efficiently, while respecting your respective rights and obligations;
- provide clear and uniform information in response to your request.

The Commission also undertakes with employees to inform them of the content of labour standards, to support them and to equip them in order to fully promote the exercise of their rights.

The Commission also undertakes with employers to inform them of the content of labour standards and to equip them so that they can apply the Act within their enterprise.

SERVICES ADAPTED TO PEOPLE WITH AN IMPAIRMENT OR WITH REDUCED MOBILITY

If you are a person with an impairment or with reduced mobility, the Commission des normes du travail undertakes to offer you access to the range of its services adapted to your needs, notably:

- its Internet site, which meets current admissibility standards;
- its Service des renseignements whose two numbers appear in all of its publications;
- its publications that may, upon request, be adapted to your specific need, either by a translation in Braille of the publication or by its reading on an audio medium;
- its premises, which are all accessible to people with reduced mobility.

PROTECTION OF YOUR PERSONAL INFORMATION

The Commission des normes du travail undertakes to ensure the confidential nature and protection of the information that you entrust to it and to use this information solely for the purposes stipulated in the Act respecting access to documents held by public bodies and the protection of personal information.



ITS SPECIFIC COMMITMENTS

WITH RESPECT TO ACCESS TO ITS SERVICES

When you call on its services, the Commission des normes du travail also undertakes:

- to give you access, toll free, in three minutes or less, from Monday through Friday, from 8 a.m. to 5 p.m., to a clerk of its Service des renseignements;
- to give you access, 24 hours a day, 7 days a week, to its information capsules on the Act by way of its electronic telephone information service;
- to reply to your request for information sent by e-mail within a time limit of two working days;
- to facilitate your steps and your search for information with a user-friendly website offering clear and simple communications and examples of the application of the Act;
- to remain attuned to the needs of its Internet user clientele in addition to offering more and more interactive services on its website.

WITH RESPECT TO THE PROCESSING OF REQUESTS FOR SERVICES

In order to fully promote the exercise of the rights of employees and of the obligations of employers with respect to the application of the Act, the Commission des normes du travail aims from the outset of its intervention to have employees and employers take steps in order to settle their dispute together.

If you are an employee and if you request a service related to a pecuniary standard, namely a standard concerning amounts that are allegedly owing to you, a prohibited practice, a dismissal not made with good and sufficient cause or psychological harassment, the Commission undertakes:

- to inform you of your recourse under the Act;
- to obtain your version of the facts related to the filing of your request for service;
- to inform you of the services to which you are entitled as well as the progress of the processing of your request for service;

- to ensure you access to all of the information pertaining to the application of the Act;
- to support you in your steps with your employer with a view to settling your dispute.

If you are an employer and if a request for service related to a pecuniary standard, namely a standard concerning amounts that you allegedly owe, a prohibited practice, a dismissal not made with good and sufficient cause or psychological harassment concerns you, the Commission undertakes:

- to inform you of the employee's recourse;
- to obtain your version of the facts related to the filing of the request for service by the employee;
- to inform you of the services to which you and the employee are entitled as well as of the progress of the processing of the file;
- to ensure you access to all of the information pertaining to the application of the Act;
- to inform you and to support you, where applicable, when the employee initiates steps with you to settle your dispute.

If you are an employee and if you request a service related to a pecuniary complaint, the Commission undertakes:

- to contact you to initiate the processing of your file before the end of the working day following the filing of your request;
- to process your file without a legal intervention in 90 days or less, except if your employer files for bankruptcy or if he is insolvent.

If you are an employee and if you request a service related to a prohibited practice or a dismissal not made with good and sufficient cause, the Commission undertakes:

- to contact you to initiate the processing of your file before the end of the third working day;
- to process your file, without it being filed with the Commission des relations du travail, in 90 days or less.

If you are an employee and if you request a service related to psychological harassment, the Commission undertakes:

- to contact you to initiate the processing of your file before the end of the third working day;
- to process your file, without it being filed with the Commission des relations du travail, in 120 days or less.

Whether you are an employer or an employee, when you agree to the mediation service of the Commission, it undertakes to establish conditions that promote a climate that is conducive to discussions and dialogue as well as to a fair balance between the parties.

When legal proceedings must be instituted, the Commission undertakes to contact you in order to inform you of the main steps in the processing of your file.

When you communicate with the Commission to obtain information concerning the processing of your file, it undertakes to contact you in the two working days following the receipt of your application.

If you disagree with a decision of the Commission, you have the right to a review. The Commission undertakes to make its decision in the 30 days following the receipt of your application for review.

WITH RESPECT TO THE MONITORING OF THE ACT AND THE NATIONAL HOLIDAY

As part of its monitoring activities, the Commission intervenes with enterprises representing sectors or clientele entailing risks with respect to the application of the Act and it ensures that corrective actions are taken, where applicable.

If you are an employer and if you are the subject of a monitoring intervention, the Commission undertakes to put at your disposal all of the available information and tools available to assist in the application of the Act in your enterprise.

YOUR RESPONSIBILITIES

Your collaboration is essential to enable the Commission des normes du travail to fulfill its commitments. When you call on its services, you have certain responsibilities:

- to convey complete and precise information concerning your request;
- to provide within the stipulated time limits all of the documents or information required;
- to promptly inform the Commission of any change concerning your situation.

The collaboration, respect and courtesy that you show to the personnel of the Commission will promote harmonious relations that will contribute to the fulfillment of its commitments.

IF YOU ARE DISSATISFIED WITH ITS SERVICES

If you have reason to be dissatisfied with the quality of the services of the Commission des normes du travail or if you wish to inform it of a subject that can be improved upon, get in touch with the Service de la qualité at the following address:

Service de la qualité
Commission des normes du travail
Hall Est, 7^e étage
400, boulevard Jean-Lesage
Québec (Québec) G1K 8W1
Tel.: 418 525-2161
Toll free: 1 888 708-9188

The Commission undertakes to contact you in the two working days following the receipt of your request.

For complaints that are deemed founded, the Commission undertakes to apply the necessary corrective measures to improve the quality of its services.

EVALUATION OF ITS COMMITMENTS

The Commission des normes du travail monitors the achievement of its commitments and reports on the results obtained in its annual management report.





SERVICE DES RENSEIGNEMENTS

514 873-7061

Montréal region

1 800 265-1414

Elsewhere in Québec, toll free

www.cnt.gouv.qc.ca

Sign up on-line for our mailing list.

*Original text in French
Version available on-line only*

In this document the masculine gender designates both women and men.
The sole purpose of its use is to make the text easier to read.

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