



CJVAC

Centre de justice pour
les victimes d'actes criminels

SERVICE DECLARATION
for individuals who are victims of crimes

Table of Contents

MISSION	1
Values	1
OUR SERVICES	2
Information	2
Team	2
How our services work	2
OUR COMMITMENTS TO VICTIMS OF CRIME	3
COMPLAINT MECHANISM	3
AVAILABILITIES AND OPENING HOURS	4
ADOPTION DATE	4

Mission

The CJVAC pursues a threefold mission:

- Empowering victims of crime
- Train future actors in the field of criminal justice on the needs, expectations, and rights of victims
- Contribute towards institutional knowledge to improve the treatment of victims in the criminal justice system and reduce the risk of second victimization

The CJVAC takes a human rights approach. We recognize :

- Victims as person with rights before the law
- Victimization as a violation of human rights

By following this approach, we consider that victims have a legitimate interest in the justice system and have the right to be treated with dignity and respect.

Values

- Respect
- Listening
- Justice
- Empathy
- Inclusion

Our services

The CJVAC provides free socio-legal information services to all individuals who are victims in Quebec and to anyone who feels concerned or affected by a crime, including the family members of a direct victim and the witnesses of a crime. Individuals can consult the CJVAC regardless of whether or not the crime is reported to the authorities, and whether or not the perpetrator is known.

Information

The CJVAC offers a interdisciplinary legal information service that is adapted to the needs and particular situation of individuals on a variety of subjects, including :

- Filing a complaint with the police
- Proceedings in criminal, civil, family, and administrative courts
- Restorative justice and mediation
- The role of victims and actors in the judicial process
- Victims' rights and ways to ensure they are recognized
- Compensation procedures
- Victim assistance programs and specialized psychosocial support services

Team

Victims' questions are answered by an interdisciplinary team, consisting of law and criminology students, under the supervision of experts (a lawyer and a criminologist, members of their respective professional orders). Law students provide legal information, while criminology students welcome, support, accompany, and refer victims in their search for information and services.

How our services work

To receive CJVAC's services, one must first make an appointment. Appointments can be scheduled by phone (514-343-6111, ext. 3671) or by email (info@cjvac.ca). Contact information is also available at www.cjvac.ca/contact-us. Consultations take place virtually, via Teams or Zoom (or by phone if the person does not have access to these platforms). The first consultation lasts approximately 60 minutes during which victims present their situation and ask questions to the interdisciplinary team at CJVAC. An appointment for a second session, which takes place approximately two weeks after the initial meeting, is then scheduled. During the second 60-minute consultation, victims can receive legal information and be referred to resources tailored to their situation.

Our Commitments to Victims of Crime

The CJVAC is committed to providing:

- Accessible and reliable services
- High-quality, clear, and personalized information
- Respectful and fair treatment of incoming requests
- Confidential services

All CJVAC members commit to respecting the ethical rules set by the *Professional Code*, the *Act respecting the Barreau du Québec*, and all the regulations adopted under these acts. This includes a duty to ensure the confidentiality of all information to which the members have access to as part of their activities at the CJVAC.

Complaint Mechanism

The complaint mechanism applies to all relevant members of CJVAC, including law and criminology students and their supervisors. Complaints can cover any topic related to services received at CJVAC, such as their accessibility or quality. Complaints are handled confidentially and impartially.

If you are dissatisfied with the services received at CJVAC, you can first contact Me Marika Lachance Quirion, CJVAC Coordinator, at info@cjavac.ca. She will acknowledge receipt of your email within 5 days. She will attempt to resolve the issue within 30 days of receipt and will inform you of the outcome within the same timeframe. She will also notify her co-directors, Professor Jo-Anne Wemmers and Professor Amissi Manirabona.

If your dissatisfaction persists after contacting the coordinator, you can contact the co-directors of CJVAC, Prof. Jo-Anne Wemmers (jo-anne.m.wemmers@umontreal.ca) and/or Prof. Amissi Manirabona (melchiade.manirabona@umontreal.ca). Please provide your contact information, details of your dissatisfaction, and the relevant member(s) of CJVAC, if applicable. They will acknowledge receipt of your email within 5 days. After analyzing the problem, they will provide you with a written response regarding the outcome of your complaint, including any proposed or implemented solutions, within 30 days of receiving your email.

If you are still not satisfied after communicating with the CJVAC administrative team, you can file a complaint with the Ombudsman of the Université de Montréal (<https://ombudsman.umontreal.ca/accueil/>). To do so, please complete the request for assistance form available at <https://ombudsman.umontreal.ca/formulaire-de-demande-dassistance/>, and the Ombudsman will process your request promptly.

Availabilities and Opening Hours

Université de Montréal
Pavillon Lionel Groulx
Centre international de criminologie comparée (CICC)
Att. CJVAC
C.P. 6128, succursale Centre-ville
Montréal (Québec), Canada, H3C 3J7

Phone: 514 343-6111, p. 3671

Email: info@cjavac.ca

www.cjavac.ca

The service is open from Monday to Friday, from 8:30 am to 4:30 pm. However, service hours can be adjusted to accommodate the availability of victims, allowing for consultations outside normal hours (for example, on weekday evenings).

Adoption Date

Adopted on January 25, 2024.