



## Victim Services Statement

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## **1. Preamble**

This Service Statement is a result of an obligation under the Assisting and Assisting the Recovery of Victims of Criminal Offences Act, effective October 13, 2021.

This service statement presents the services offered to victims, our commitments and quality standards, as well as the procedure for receiving and reviewing complaints from victims.

## **1. Our Mission**

The Alternative Outaouais is an alternative justice organization with a regional mandate whose mission is to:

- Provide alternative justice expertise to assist youth and victims involved in an offence, involving the community in repairing the harm done;
- Encourage the active involvement of citizens in the research and development of peaceful and ongoing dispute resolution mechanisms that do not involve the courts.

## **2. Our services to victims under the Youth Criminal Justice Act (YCJA)**

### **a. Victim consultation:**

Consultation with the victim has several objectives, such as informing the victim of the ongoing process, gathering his or her point of view on the consequences experienced and, validating whether a gesture of reparation makes sense to her, pass on the information to the CISSS/CIUSSS youth delegate, and finally inform the victim of the decision and the outcome of the young offender's case if she wishes to do so.

### **b. Remedies for the Victim (abridged version \*) :**

- Direct/Indirect Mediation
- Financial compensation
- Work for the victim
- Restitution
- Letter to the victim

\* More detailed version in appendix

**c. Orientation-Referral to Resources:**

The alternative justice organization refers victims to appropriate resources, based on their needs.

**3. Service Quality Commitments**

The Outaouais Alternative is committed to providing an accessible and confidential service in which victims are:

- Informed
- Listened to
- Respected
- Recognized
- Treated with dignity

**4. Complaint Mechanism**

**a) The person responsible for receiving complaints**

The person in charge of the branch is responsible for receiving complaints. In the event that they are unwilling to receive a complaint, the person holding the role of Chair or Vice-Chair of the Board of Directors will receive the complaint.

**b) The procedure for making a complaint**

A victim who wishes to file a complaint with our organization can do so using the form available on our website or can be sent by email or mail.

The completed form can be returned by mail, fax, email or delivered to the reception of the organization.

**c) The victim's right to be informed of the outcome of the complaint**

The person responsible for the complaints informs the victim of the outcome of the complaint. A decision will be communicated to you in writing.

**d) The time it takes to process a complaint**

The organization undertakes to deal with the complaint within 30 working days of receipt.

**5. Contact Information and Hours of Operation**

Our offices are located at 885 boulevard de la Carrière, suite 201, J8Y 6S6 (Quebec). We can be reached via telephone (819) 595-1106, our website [www.laltou.com](http://www.laltou.com), our Facebook page or in person during our business hours (8:30 am to 12 pm and 1:00 pm to 4:30 pm Monday to Friday).

**5. Date of Adoption (or Revision) of the service declaration**

Adopted: June 9, 2022

## **Annex 1**

### **Reparations to Victims<sup>1</sup> :**

Reparations to the victim must respect the victim's wishes. They must also take into account the abilities of the young person as well as the limitations of the YCJA and can be broken down as follows.

#### **a) Mediation**

The mediation process allows for dialogue between the victim and the young person. The purpose of the bill is to reach an agreement between the parties to remedy the harm caused by the offence. It can be direct or indirect. Exchanges can be carried out via several communication vehicles.

The responsibility for preparing, conducting and supervising the conduct of mediation rests with the alternative justice bodies.

#### **a) Financial compensation**

Consists of the young person making a payment to the victim in order to compensate him for the harm done. This compensation must be proportional to the young person's ability to pay and the damage suffered by the victim. This measure is supervised by the alternative justice organization. The latter is responsible for contacting the two parties involved in this process and overseeing the payment of the financial compensation.

#### **a) Work for the Victim**

Consists for the young person to perform a number of hours of work for the benefit of the victim. The work carried out must be feasible for the young person. This type of compensation must also take into account the ability of the young person and the harm done to the victim.

The alternative justice organization is responsible for supporting both parties in the implementation of this measure, whether it is to establish a schedule, hold a twinning meeting, follow-up on the implementation of the measure and write the final report.

#### **a) Restitution**

The return of property to the victim. The alternative justice organization is responsible for supervising and assisting the parties in this remedy.

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MANUEL DE RÉFÉRENCE L'application de la Loi sur le système de justice pénale pour les adolescents dans les centres intégrés qui offrent des services de protection et de réadaptation pour les jeunes en difficulté d'adaptation Fiche 3.3

<https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwifudPQUVj3AhV3jYkEHXrWCIYQFnoECAyQAQ&url=https%3A%2F%2Fpublications.msss.gouv.qc.ca%2Fmsss%2Ffichiers%2FIsjpa%2Fsection3-3.pdf&usq=AOvVaw1r1N4HrwgO8zdVoNfEISp3> (consulté le 23 mai 2022)

**a) Verbal or written apologies**

It is the expression to the victim of the young person's apology for the harm done. The objective is to allow the victim to understand the reasons that led to acts that made her a victim and to receive an apology following a reflection by the young person. The alternative justice organization is responsible for supporting and supporting the young person to this extent (preparation, reflection, editorial support). It also acts as an intermediary with the victim in the transmission of apologies to the victim.

**b) Any other action**

desired by the victim who responds to the harm done, who is proportionate to the seriousness of the offence and whom the young person agrees to respect.