

DECLARATION OF CLIENT SERVICES

OUR MISSION

Promote immigration;
select immigrants; support the full
participation of people of immigrant
descent in Québec's development.

OUR VISION

A competent ministry, committed
to ensuring the recognition of the contribution
of immigration to the vitality and prosperity
of Québec.

OUR VALUES

We are guided by ethics in our actions. We foster the following values: competence, fairness, integrity, loyalty, openness, respect and service-mindedness.

OUR COMMITMENTS

Our commitments reflect our determination to offer you quality services.

SERVICES THAT RESPOND TO YOUR NEEDS

- We offer you several [online services](#) and continue to develop new ones.
- We refer you, when necessary, to the organization best able to meet your needs.
- We ensure that services offered in Québec by the Ministère, its intermediaries and partners are accessible and adapted to the needs of the disabled.

COURTEOUS PERSONNEL WHO LISTEN TO YOU

- You can count on us to identify ourselves by name, greet you courteously and listen to you attentively.

QUALITY INFORMATION

- We provide you with complete and accurate information to help you make informed decisions.
- We use language that is simple, clear and easy to understand.
- We commit to keeping information on the Ministère's services up to date.
- We commit to rendering an equitable decision regarding your application, to explain the decision rendered and to inform you, when necessary, about the recourses available to you.

PROTECTION OF YOUR PERSONAL INFORMATION

- We verify your identity or that of your intermediary when you contact us.
- We guarantee the confidentiality of your process and the information about you, in accordance with the [Act respecting Access to documents held by public bodies and the Protection of personal information](#).
- We ensure secure communication of your personal information, when required.

CONTINUOUSLY IMPROVING SERVICES

- We consult you about your satisfaction with our services.
- We report our results with regard to our commitments, processing and response times as well as the overall results of client satisfaction surveys in our [annual management report](#).

OUR PRIMARY SERVICES

BEFORE SUBMITTING YOUR APPLICATION FOR PERMANENT IMMIGRATION

- The online [Preliminary Evaluation for Immigration](#) to determine your chances of being selected by Québec
- [Information sessions about Québec and immigration procedures](#) (in person and online)

TO IMMIGRATE PERMANENTLY TO QUÉBEC

- The *Certificat de sélection du Québec* (CSQ – Québec selection certificate) issued to:
 - [skilled workers](#)
 - [temporary workers](#) or [foreign students who have obtained a Québec diploma](#) under the *Programme de l'expérience québécoise* (*Québec experience program*)
 - [businesspeople](#)
- The [administrative review of a decision to refuse rendered in the context of an application for a CSQ](#)
- The [undertaking application for family sponsorship](#) or [collective sponsorship](#)

TO PREPARE FOR YOUR ARRIVAL FROM ABROAD, AFTER OBTAINING YOUR CSQ¹

- The [Évaluation comparative des études effectuées hors du Québec](#) (comparative evaluation for studies done outside Québec)
- The [Francisation en ligne](#) service (online French courses)
- The online [French exercise bank](#)
- The guide [Learning About Québec](#)
- The online [personalized action plan](#)
- The [Service d'intégration en ligne](#) (online integration service)

TO HELP YOU INTEGRATE INTO QUÉBEC SOCIETY AFTER YOUR ARRIVAL

- Reception at the Montréal-Trudeau International Airport
- [Full-time French courses](#) or [part-time French courses](#) in educational institutions and community centres
- [Reception and support for settlement of government-sponsored refugees](#)
- The session [Premières démarches d'installation](#) (first steps towards settlement)
- The session [Objectif Intégration](#)
- Individualized support services for settlement and integration

TO IMMIGRATE TEMPORARILY TO QUÉBEC

- The [Certificat d'acceptation du Québec](#) (CAQ - Québec Acceptance Certificate) for temporary work and the Labour Market Impact Assessment
- The [Certificat d'acceptation du Québec](#) (CAQ - Québec Acceptance Certificate) for studies
- The [administrative review of a decision to refuse rendered in the context of an application for a CAQ for studies](#)

TO ACT AS AN IMMIGRATION CONSULTANT

- [Recognition or renewal of recognition of an immigration consultant](#)

¹ These services are also available in Québec.

OUR PROCESSING AND RESPONSE TIMES

TO PROCESS YOUR APPLICATION FOR PERMANENT IMMIGRATION

30 days² To send you a letter confirming that your file has been opened (if your application is complete) and inviting you to visit our website to find out about current processing times (skilled workers and businesspeople)

20 days To render a decision on your application for a *Certificat de sélection du Québec* under the *Programme de l'expérience québécoise* (Québec experience program)

25 days To render a decision about your undertaking application for family sponsorship

TO PROCESS YOUR APPLICATION FOR TEMPORARY IMMIGRATION

20 days To render a decision on your application for a CAQ for studies

TO PREPARE FOR YOUR ARRIVAL FROM ABROAD ONCE THE SELECTION STAGE IS COMPLETE

15 days To send you a letter confirming that your file has been opened following your request for an *Évaluation comparative des études effectuées hors du Québec* (comparative evaluation for studies done outside Québec) and inviting you to visit our website for current processing times

TO HELP YOU INTEGRATE INTO QUÉBEC SOCIETY AFTER YOUR ARRIVAL

20 days To send a notice of eligibility for a full-time French course following receipt of your application for admission

65 days To start your full-time French course from the date of confirmation of your eligibility

5 days To participate in the session *Premières démarches d'installation* following your registration

15 days To participate in the session *Objectif Intégration* following your registration

If you are unable to attend on the planned date, a new date will be proposed within the established timeframes.

Our processing and response times are calculated in **BUSINESS DAYS³** and do not include mailing times. They start from the date the complete information necessary for processing your application (forms and documents) has been received and placed in your file.

TO OBTAIN GENERAL INFORMATION

3 minutes Response time to speak with a member of our personnel by phone

2 days Response time to receive an answer to your question by email

² The Ministère has changed its rules for the intake of applications for the *Certificat de sélection du Québec*. From now on, several verifications are required before a file can be opened. In this context, the Ministère has suspended its 30-day commitment to send a letter confirming that a file has been opened.

³ Business days cover every day of the week except Saturday, Sunday and statutory holidays in Québec.

YOUR COLLABORATION IS IMPORTANT

PLEASE HELP US SERVE YOU BETTER!

We count on your collaboration and courtesy.

To receive a service within the best possible timeframe:

- Use online services when available;
- Provide complete and accurate information;
- Send all required documents within the specific timeframe;
- Inform us of an address change or any modification to your file;
- Pay the required fees.

YOUR COMMENTS ARE VALUABLE

The Commissaire aux plaintes et à la qualité des services processes in complete confidentiality all complaints and comments received.

Email: [Online form with automatic acknowledgement of receipt](#)

Telephone: **1 800 771-0464** (toll free)

With the exception of statutory holidays in Québec
Monday to Friday, 8:30 a.m. to 12 noon
and 1:00 p.m. to 4:30 p.m.

Fax: **514 873-6399**

Mail: **Commissaire aux plaintes et à la qualité des services**
Ministère de l'Immigration,
de la Diversité et de l'Inclusion
360, rue McGill
Montréal (Québec) H2Y 2E9

OUR COMMITMENTS

- 2 days To send an acknowledgement of receipt
- 10 days To reply to your request

TO OBTAIN INFORMATION

www.immigration-quebec.gouv.qc.ca

AUTOMATED INFORMATION CAPSULES

(24 hours a day, 7 days a week)

514 864-9292 Montréal area
1 866 864-9292 Elsewhere in Québec (toll free)
+ 1 514 864-9292 Outside Québec

GENERAL INFORMATION QUERIES

Email: [Online form](#)

Telephone: **514 864-9191** Montréal area
1 877 864-9191 Elsewhere in Québec (toll free)
+ 1 514 864-9191 Outside Québec



Telecommunications device (TDD) — For the deaf and hearing impaired:

514 864-8158 Montréal area
1 866 227-5968 Elsewhere in Québec (toll free)
+ 1 514 864-8158 Outside Québec

With the exception of statutory holidays in Québec
Monday to Friday, 8:00 a.m. to 4:30 p.m.,
except Wednesday, 10:30 a.m. to 4:30 p.m.

MONTRÉAL-TRUDEAU INTERNATIONAL AIRPORT

Everyday, noon to midnight