

RECOVERING YOUR PROPERTY

Your belongings may be submitted as evidence at the time of the criminal prosecution. A Sûreté du Québec police officer will provide you with information on how to recover them.

YOUR DOCUMENTS

❖ A COPY OF YOUR STATEMENT

You have the right to obtain a copy of your statement as well as the information you provided, for example, a list of stolen goods. To do so, all you need to do is go to the Sûreté du Québec police station or the district headquarters in your area, with a piece of ID with your photo and signature.

❖ ACCESS TO OTHER DOCUMENTS IN YOUR FILE

All documents in your file are protected in accordance with the rules of access and confidentiality provided for under the *Act respecting access to documents held by public bodies and the protection of personal information*. If there are documents in your file, other than your statement, that you would like to obtain, you will need to make a written request, providing proof of your identity.

For further information:

Access to information requests
Sûreté du Québec: 514 596-7716
www.sq.gouv.qc.ca/acces-a-linformation
(in French only)

THE PROCESSING OF YOUR COMPLAINT

When you file a complaint following an incident, a file is opened and a number is assigned to it. You will need to provide this number when communicating with the police or your insurance company.

❖ THE FILING OF YOUR COMPLAINT AND THE INVESTIGATION

At the time of filing a complaint, the investigating police officer will collect your version of the facts, through a paper or video statement, as appropriate. The police officers will conduct an investigation to identify the suspect and collect as much evidence as possible. They will then submit their investigation file to the office of the Directeur des poursuites criminelles et pénales (DPCP) for review*. The person responsible for the investigation will keep you informed of the progress of your file.

**This step can take several weeks. If you have any questions, do not hesitate to contact the investigator assigned to your file.*

❖ ANALYSIS OF YOUR COMPLAINT

Once the DPCP* has analyzed your file, it determines whether charges will be laid. If your complaint is authorized, your case will be submitted to the court. The accused will then be called to appear. At that time, the accused can plead guilty or not guilty. However, the DPCP can also decide against laying charges. In either case, you will be informe.

** The DPCP is represented by a prosecutor in criminal and penal proceedings. The prosecutor is designated by law to initiate criminal proceedings against the suspect. In addition to being responsible for presenting evidence in court, the prosecutor must convince the judge or jury, as the case may be, of the accused's guilt.*

❖ COURT PROCEEDINGS

If the accused pleads guilty...

The accused may immediately be sentenced. If you are not in court when the sentence is delivered, the investigating police officer will notify you.

If the accused pleads not guilty...

A trial date will be set and you will need to attend the trial. You will receive a summons to witness, commonly called a *subpoena*. The investigator will contact you before the trial to help you prepare for your testimony in court.

If an accused is released with conditions, the investigator will notify you. The conditions that the accused must respect may involve, for example, a ban on contact or communication with people involved in the case.

Your cooperation is essential in helping ensure that the investigation can be conducted smoothly. Do not hesitate to contact the police to inquire into how the case is progressing or to provide any new information that could be useful to the investigation. As well, remember to notify the police if you change address.

For further information on the judicial process, you can contact the:

Ministère de la Justice du Québec
1 866 536-5140 (option 3 then 4)
www.quebec.ca/en/justice-and-civil-status

DID YOU KNOW THAT...

If you know the offender, you can bring civil liability proceedings before the civil courts for the damage suffered, regardless of whether or not criminal proceedings have been initiated and whether or not the offender has been found guilty.

The *Civil Code of Québec* provides that a tenant (lessee) may terminate their lease if the tenant's safety or the safety of a child living with the tenant, is threatened by violence (by a spouse or former spouse), or by sexual assault.

The *Small Claims Court* hears cases involving a sum of money in dispute and other cases where a party wants to cancel or terminate a contract. In all cases, the amount involved must not exceed \$15,000. In small claims courts, individuals represent themselves, that is, they do not have a lawyer.

The *Canadian Victims Bill of Rights* provides four main types of rights for victims of crime, including the right to information, protection, participation and restitution. It is the duty of various service providers, law enforcement agencies and the legal community to ensure that victims are adequately supported.

Court proceedings consist of four major stages: accusation, appearance, trial and sentence. An accused may decide to plead guilty in response to the charge at any stage.

DO YOU HAVE ANY INFORMATION REGARDING A CRIME THAT YOU WOULD LIKE TO SHARE?

CRIME STOPPERS

Crime Stoppers (Échec au crime) is a not-for-profit organization that gives citizens a way to safely and anonymously report any information pertaining to criminal activities. When the information provided leads to a suspect being arrested or charged, or to the seizing of property, you may be able to request a reward of up to \$2,000.



1 800 711-1800
<https://echecaucrime.com/en/>

CENTRALE D'INFORMATION CRIMINELLE

Have you witnessed a crime? Do you have information on organized crime or any other criminal activity that you would like to report? The Centrale is managed by the Sûreté du Québec and offers a confidential service, 24 hours a day, 7 days a week. The reporting of any suspicious activity that you observe in your day-to-day life is valuable to the police. This information can help solve crimes.



1 800 659-4264
cic@surete.qc.ca
Online: use the form for reporting a crime



SÛRETÉ DU QUÉBEC
310-4141 ou *4141 (cellphone)
www.sq.gouv.qc.ca/en/the-surete-du-quebec/

EMERGENCY: 9-1-1

REFERENCE

Police officer's name and badge number

Phone number

File number

Date

SQ-295-073A (2024-01)



HAVE YOU JUST
BEEN THE VICTIM OF
A CRIMINAL ACT OR
WITNESSED ONE?

This document presents the assistance and recourse available to you. It also contains useful information on the investigative process and the entire legal process.

AVAILABLE RESOURCES

When you are the victim of a criminal act, or have witnessed one, several resources are available to assist you and your loved ones, depending on the situation. Do not hesitate to call on these free and confidential services.

❖ LES CENTRES D'AIDE AUX VICTIMES D'ACTES CRIMINELS (CAVAC)

CAVAC (crime victims assistance centre) personnel are there to offer victims and witnesses of crime, and crime victims' loved ones, free and confidential front-line services throughout the province. They are a source of information and support and can direct you to the appropriate legal, medical, social and community resources. They can also guide you in your dealings with private and public agencies as well as in court.

1 866 LE CAVAC / 1 866 532-2822
<https://cavac.qc.ca/en/>

❖ CANADIAN ANTI-FRAUD CENTRE

Several police forces tasked with collecting information and investigating complaints regarding telemarketing, fraudulent letters and identity theft grouped together to form a central agency: the Canadian Anti-fraud Centre.

1 888 495-8501 (toll-free)
www.antifraudcentre-centreantifraude.ca

❖ CYBERTIP.CA

Cybertip.ca is a national service for reporting children who are being sexually exploited on the Internet. The Canadian Centre for Child Protection runs this program, which operates in close collaboration with police services and child protection agencies across Canada. Educational material, designed to teach children personal safety rules to help make them less vulnerable, online and offline, is also available.

1 866 658-9022 (toll-free)
www.cyberaide.ca/en/

❖ REGROUPEMENT DES CENTRES D'AIDE ET DE LUTTE CONTRE LES AGRESSIONS À CARACTÈRE SEXUEL (CALACS)

CALACS centres (a group of help and support centres united in the fight against sexual assault) offer a range of services addressing all areas of intervention linked to sexual assault against women. The three main areas covered are: direct assistance to female victims, prevention and awareness as well as the promotion and the defense of rights.

1 888 933-9007 (toll-free)
<https://rqcalacs.qc.ca/en/>

❖ THE ELDER MISTREATMENT HELPLINE

The Elder Mistreatment Helpline is a provincial help and referral phone line that specializes in matters of senior abuse and mistreatment. The helpline offers services to various clientele, including the general public, professionals, and trainers specializing in the field of mistreatment. Anyone who is concerned (senior, caregiver, family member, caseworker, etc.) can call the helpline between 8 a.m. and 8 p.m., seven days a week. The line provides access to social workers (or the equivalent) specialized in mistreatment who can offer different services and resources.

514 489-2287 (Montréal region)
1 888 489-2287 (toll-free)
www.lignemaltraitance.ca/en/

❖ SOS VIOLENCE CONJUGALE

This phone service is available 24 hours a day, 7 days a week. Its staff evaluates your situation and puts you in contact with a resource that can help you if you are a victim of domestic, psychological, financial, physical or sexual violence.

438 601-1211 (text message)
1 800 363-9010 (toll-free)
<https://sosviolenceconjugale.ca/en>



❖ SEXUAL VIOLENCE HELPLINE

This toll-free bilingual and confidential helpline is accessible 24 hours a day, 7 days a week, for victims of sexual assault, sexual exploitation and any other form of sexual violence. Helpline workers are there to listen to you, offer support and provide information on resources that meet your needs.

514 933-9007 (Montréal region)
1 888 933-9007 (toll-free)
<https://sexualviolencehelpline.ca>

❖ ASSOCIATION DES FAMILLES DE PERSONNES ASSASSINÉES OU DISPARUES

This association supports and advises the families of missing persons or victims of assassination, in addition to defending the families' interests and representing them in their dealings with institutions and political authorities. In addition to providing families with information on their rights and the public services available to them, the association refers them to appropriate resources and stakeholders for psychological support and legal advice.

1 877 484-0404 (Montréal region)
1 855 770-0404 (Québec region)
<https://afpad.ca> (in French only)

❖ INFO-SANTÉ 8-1-1

Info-Santé 8-1-1 is a free and confidential telephone consultation service; 811 is the only phone number for this service, which is accessible throughout Québec (except for Terres-Cries-de-la-Baie-James and Nunavik). When you call 8-1-1 for a non-urgent health problem (physical or mental), you are quickly put in contact with a nurse. The service is available 24 hours per day, 365 days per year.

Service in English is also available. To obtain information on the various local or regional aid resources in your area, you can speak with the staff at your local community service centre (CLSC) or integrated health and social services centre (CISSS).

REMEDIES AND COMPENSATION

As a victim of crime, you can obtain compensation or appropriate support and assistance services with respect to the harm suffered.

❖ CRIME VICTIMS COMPENSATION

If you are the victim of an act deemed to be a crime under the *Act to assist persons who are victims of criminal offences and to facilitate their recovery*, you may benefit from compensation and services, depending on certain eligibility criteria. The same applies to crime victims who suffer material harm in certain specific cases.

1 800 561-4822 (toll-free)
<https://www.ivac.qc.ca/en/>



❖ REBÂTIR

Free legal consultation for victims of sexual violence and domestic violence. Four hours of advice offered by legal aid lawyers, in all areas of law. Confidential service offered from 8:30 a.m. to 4:30 p.m. Outside of business hours, a message can be left.

1 833 Rebâtir / 1 833 732-2847 (toll-free)
<https://www.rebatir.ca/index-1.htm?lang=en>

❖ AUTORITÉ DES MARCHÉS FINANCIERS

If you are a victim of fraud, corrupt practices or embezzlement that occurred when you were doing business with individuals and companies holding, at the time of the fraud, a right to practice issued by the Autorité des marchés financiers, you may receive compensation from the Fonds d'indemnisation des services financiers.

1 877 525-0337 (toll-free)
<https://lautorite.qc.ca/en/general-public>

❖ SOCIÉTÉ DE L'ASSURANCE AUTOMOBILE DU QUÉBEC

If you are the victim of a road accident, whether or not it involves a criminal act, the Société de l'assurance automobile du Québec can help you, in particular, through the payment of compensation.

1 800 361-7620 (toll-free)
<https://saaq.gouv.qc.ca/en>

OTHER REMEDIES

If you have been a crime victim and have insurance, check with your insurance company about the possibility of receiving compensation for the injuries suffered.

As well, when the judge hands down the sentence, you may request that the offender be ordered to pay you damages for the injuries suffered.

❖ SERVICES QUÉBEC

If you would like to know about other services or agencies that offer assistance to victims of crime, you can contact Services Québec.

418 644-4545 (Québec region)
514 644-4545 (Montréal region)
1 877 644-4545 (elsewhere in Québec)
www.quebec.ca/en/government/services-quebec

