



DECLARATION OF SERVICES TO THE PUBLIC

SÛRETÉ DU QUÉBEC





Declaration of Services to the Public
Sûreté du Québec
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MISSION AND CLIENTELE

MISSION

The primary mandate of the **Sûreté du Québec** is to maintain peace, order and public safety, as well as crime prevention and control. This mission is supported by the commitment of its members to ensuring the safety of people and property, to safeguarding rights and freedoms, to being responsive to the needs of victims and to working with the community. As the national police force, the Sûreté du Québec has a duty to support the police community, coordinate major police operations, contribute to the integrity of governmental institutions and ensure the safety of transport networks under Québec's jurisdiction. It also provides a centralized intelligence service to assist in the fight against crime and makes this service available to other police forces.

CLIENTELE

- + Citizens from over 1,000 municipalities and territories
- + Users of roads, highways, recreational trails and waterways
- + 86 RCMs and their elected representatives
- + Municipal and Aboriginal police services of Québec
- + Non-profit and community organizations
- + National Assembly of Québec and its representatives
- + Government of Québec departments and agencies
- + Québec delegations and offices abroad
- + Various courts in Québec
- + Crown prosecutors
- + Private companies

COMMITMENTS TO SERVICE QUALITY

OUR SERVICES:

Our teams also provide police services:

- + 24/7 response to calls from citizens and processing of reports
- + interventions based on citizens' safety and level of urgency:
 - immediately on-site
 - subsequently on-site after making an appointment
 - via telephone following a phone-in report
- + enforcing municipal by-laws relating to the maintenance of peace, order and public safety
- + ensuring safety on roads, highways, recreational trails and waterways

The Sûreté of Québec also provides investigative services (e.g. for crimes against individuals, organized crime), emergency response services (e.g. during hostage taking) and other specialized services (e.g. firearms and explosives control) throughout Québec.

THE ORGANIZATION IS COMMITTED TO:

- + acting respectfully in all our interactions with you
- + mobilizing the expertise and knowledge needed to deliver a reliable service
- + responding diligently to situations requiring an intervention
- + keeping your personal information confidential
- + ensuring that the procedures for obtaining a service are straightforward
- + delivering a service based on openness, taking into account the diversity of today's Quebecers
- + listening closely to your needs to meet your expectations for accessible services

COMMITMENTS TO SERVICE STANDARDS

COMMITMENTS TO SERVICE STANDARDS	TARGETS
Quickly handle priorities 0 and 1 ¹ responses to a call taken by a call management centre.	Average response priority 0 and 1 interventions of 20 minutes or less
Follow up with citizens between 7:00 a.m. and 10:00 p.m. for cases being investigated (suspicious person or vehicle, abandoned vehicle, peace and public order).	In 85% of cases
Respond to requests for information, comments and suggestions received on our social media platforms (Facebook, Twitter, Instagram) and website within 5 business days. ² <i>Please post requests, comments and suggestions on our social networks or use the form in the Contact us section of our website.</i>	In 95% of requests
Speak with the complainant within 2 business days after the Sûreté Professional Standards ³ receives a formal complaint against a police officer.	In 100% of cases
Send written correspondence within 14 working days after the Sûreté Professional Standards receives a formal complaint against a police officer. ³	In 100% of cases
Confirm with the complainant that a complaint regarding an application for a firearms licence is admissible within 2 business days of receipt. <i>To make a complaint about a firearms licence application, write to permis@surete.qc.ca.</i>	In 100% of cases
Respond directly to calls from the public about firearms concerns via the "When in Doubt, Call" hotline (1 800 731-4000).	For 100% of calls received

¹ The priority code associated with calls for service is determined by the nature of the event and a review of related circumstances. Since December 1st, 2021, a priority 0 intervention requires immediate management of the event without any delay; and a priority 1 intervention requires rapid support which may suffer from a delay, which must be minimal. Priority 2 & 3 events require an appointment, with or without a site visit.

² All requests for information, comments and suggestions received online through our website will receive a response.

³ Note that the alleged acts must have taken place while the police officer concerned was performing their duties.

RESPONSIBILITIES, RECOURSES AND COMPLAINTS

COMMENTS OR SUGGESTIONS

If you want to make a comment or suggestion, please select and complete the relevant form in the [Contact us](#) section of our website.

ADMINISTRATIVE COMPLAINTS

If you are not satisfied with the service you received from one of our units, please contact the unit concerned and speak to the person responsible. You will find the contact information for our units in the [Contact us](#) section of our website.

COMPLAINTS AGAINST A POLICE OFFICER

Police officers of the Sûreté du Québec are subject to the Code of Ethics of Québec Police Officers (CQLR chap. P-13.1, r. 1). This code sets out the duties and standards of conduct applicable to police officers, special constables and highway controllers in their relations with the public when performing their duties.

To file a complaint against a police officer, visit the [Police Ethics Commissioner's](#) website.

CENTRALE INFORMATION CRIMINELLE

To provide information confidentially to a police officer regarding unlawful or suspicious activities contact the [Centrale information criminelle](#) at 1 800 659-4264, or complete the [relevant form](#) on our website.

**CENTRALE
INFORMATION
CRIMINELLE**
1 800 659-4264
cic@surete.qc.ca

WHEN IN DOUBT, CALL!

If you are concerned that someone you know – a neighbour, a co-worker or any other person – has a firearm and may pose a risk to their own safety or that of others, please contact the **When in Doubt, Call!** hotline at 1 800 731-4000 (options 1-2), available 24/7.

By reporting your concerns, you are helping to keep the public safe. For more details, go to our [website](#) (French only). This is NOT an emergency line. In case of emergency, dial 911.

BCAFE | BUREAU DU CONTRÔLE DES 
ARMES À FEU ET DES EXPLOSIFS

CONTACT INFORMATION AND OPENING HOURS





FOR AN EMERGENCY

Police assistance 24/7. If you are a victim or witness of a crime (such as theft or assault) or an accident, call **911, 310-4141** (for municipalities without 911 service) or ***4141** for cell phones.

FOR GENERAL INQUIRIES

Call the Sûreté du Québec general number at 514 598-4141. Select your region or choose the Grand quartier général. The call will be transferred to a member of the Sûreté who is on call from Monday to Friday, 8:30 a.m. to 4:30 p.m. If you are hearing impaired, send a text message to **textblue911**.

You can also select and complete the Request for Information form in the [Contact us](#) section of our website or contact the Sûreté headquarters in your region.

SOUTH DISTRICT  @SURETE_SUD		NORTH DISTRICT  @SURETE_NORD	
Montérégie	450 641-9455	Côte-Nord–Saguenay–Lac-Saint-Jean	418 549-9266
Estrie–Centre-du-Québec	819 564-1212	Abitibi-Témiscamingue–Nord-du-Québec	819 764-3202
EAST DISTRICT  @SURETE_EST		WEST DISTRICT  @SURETE_OUEST	
Capitale–Nationale–Chaudière–Appalaches	418 623-6262	Mauricie–Lanaudière	819 379-7311
Bas-Saint-Laurent–Gaspésie–Îles-de-la-Madeleine	418 723-1122	Outaouais–Laurentides	819 770-9111

FIND YOUR STATION

To find a Sûreté du Québec station, visit the interactive map in the [Contact us](#) section of our website.

WEB PLATFORMS

Website: www.sq.gouv.qc.ca



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BY MAIL

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