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STATEMENT OF SERVICE TO VICTIMS OF CRIME  
RÉGIE INTERMUNICIPALE DE POLICE ROUSSILLON

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RÉGIE INTERMUNICIPALE DE POLICE ROUSSILLON

*Loi visant à aider les victimes d'infractions criminelles et à favoriser leur rétablissement*

## STATEMENT OF SERVICE TO VICTIMS OF CRIME

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### DEFINITION

« *Criminal offense* » : any offense under the Criminal Code (R.S.C. 1985, c. C-46) committed after March 1, 1972 and which harms the physical or psychological integrity of a person; › This does not cover a criminal offense perpetrated against property.

### MISSION

The Régie and each of its members are responsible for maintaining peace, order and public safety, preventing and repressing crime and violations of laws or regulations adopted by municipal authorities, and seeking its authors.

In carrying out their mandate, officers must safeguard rights and freedoms, respect victims and their needs, listen to citizens, while respecting cultural pluralism.

### VISION

The vision, for a management team, consists of describing the qualifiers that it would like to hear from the community it serves about its organization. This is a direction in which all managers direct their actions. We would like the organization to be recognized for:

- The quality of service offered to the population;
- The mobilization and professionalism of its employees;
- The quality of its work environment;
- The efficiency of its management.

### VALUES

The organizational values that we have retained are:

#### PROFESSIONALISM

- Exemplary behavior that generates a feeling of trust and credibility with the population.

#### RESPECT

- Feeling marked by consideration, listening and discretion towards each person.

#### INTEGRITY

- Impeccable, honest and professional conduct towards the public and our co-workers.

#### LOYALTY

- Behavior that inspires probity, trust and respect for the rules.

#### SERVICE

- Action to prioritize and personalize citizen satisfaction by offering exemplary service.



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## SERVICES OFFERED TO VICTIMS

The staff of the Régie intermunicipale de police Roussillon strives to offer you:

- At all times, a response to calls from citizens, within a reasonable time period;
- Guidance towards the appropriate resources to support you and thus promote your recovery;
- Rapid response from patrol officers and investigators for any complaint concerning a criminal offense;
- Follow-up of court cases;
- Support throughout the legal process.

## OUR COMMITMENT TOWARDS VICTIMS

Officers of the Régie intermunicipale de police Roussillon undertake to :

- Act with diligence, courtesy and respect in our interactions with everyone involved;
- Offer a professional and efficient service of quality;
- Handling cases as soon as possible, depending on their nature;
- Offer support and accompaniment during all stages of the legal process, in particular through the [CAVAC de la Montérégie](#) resource, which works out of our offices;
- To work with local and regional organizations to ensure that all aspects of the situation experienced by victims of crime, their relatives and other people with whom we intervene are taken care of.;
- Ensure the confidentiality of your personal information;



## SERVICES NOT OFFERED

- We do not offer a personal protection program. We are above all a public service that cannot be privatized;
- We do not provide legal advice or mediate disputes. We cannot decide any civil action and it is our duty to remain impartial.
- Subject to public interest, we cannot disclose any element likely to compromise a criminal investigation. In addition, any request to withdraw a complaint will be processed and analyzed by the prosecutor in the file.



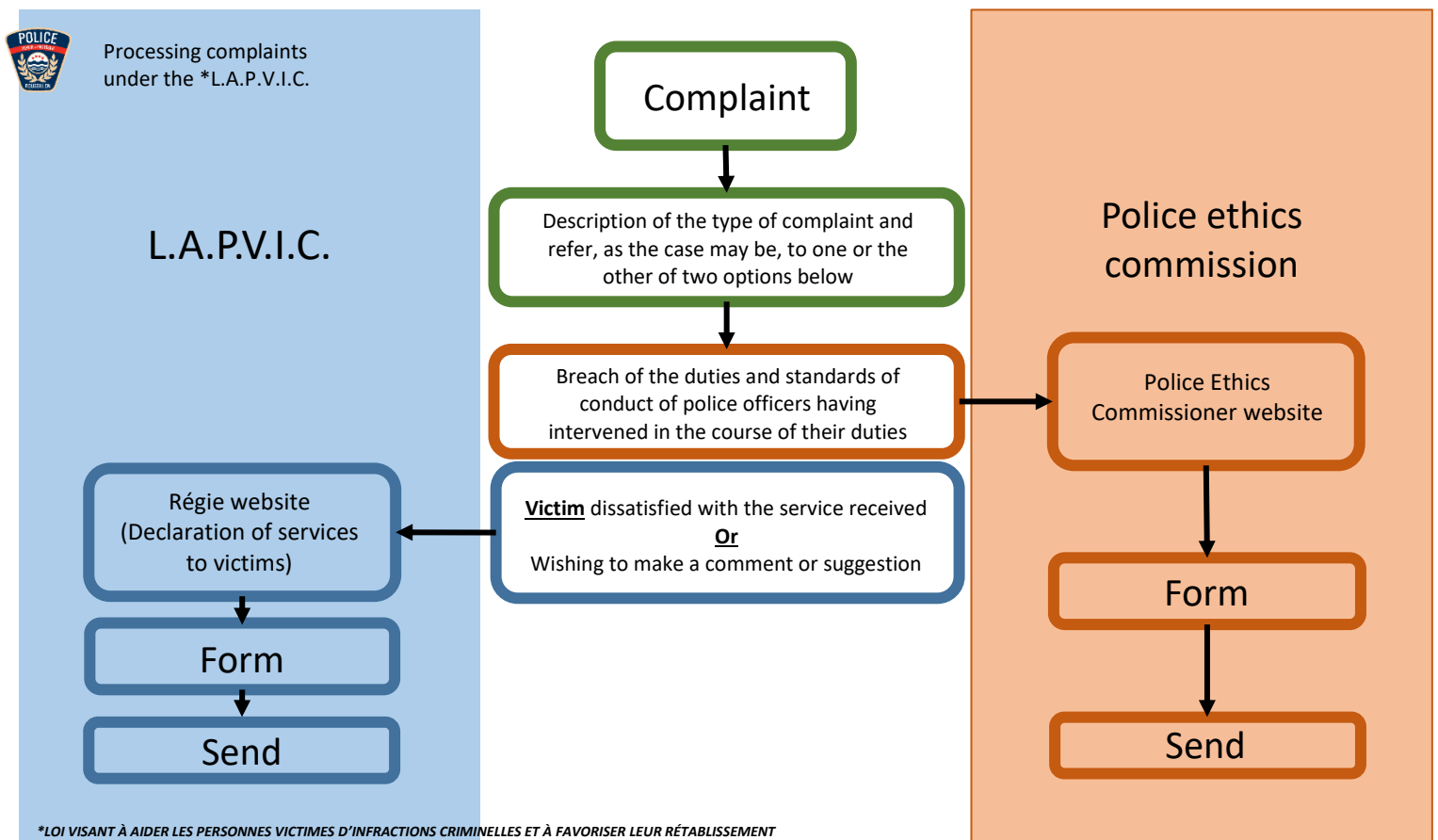
## COMPLAINTS MECHANISM

Police officers of the Régie intermunicipale de police Roussillon are subject to the Code of ethics of Quebec police officers [Code de déontologie des policiers du Québec \(RLRQ chap. P-13.1, r. 1\)](#). This code determines the duties and standards of conduct applicable to police officers, special constables and highway controllers in their dealings with the public when performing their duties. To file a complaint against a police officer, visit the Police Ethics Commissioner website. (<https://deontologie-policiere.gouv.qc.ca>)

If you are dissatisfied with the service you received following the handling of the complaint of which you are the victim,

Or

If you wish to express a comment or a suggestion, we invite you to communicate with the person responsible for receiving complaints, by completing the online form. For people who do not have access to the internet, the form is also available at the reception of the Régie.





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From the form, you will need to :

- Enter your details; -
- Explain the nature of the comment or dissatisfaction by specifying the following information
  - Name of RIRP staff member(s) involved;
  - Date of service received;
  - Reason for complaint;
  - Brief summary of the situation.

Following the sending of the form, an acknowledgment of receipt will be sent to you *de-facto*.

The person in charge of professional standards will then study this form, and the senior officer of the division from which the complaint emanates will be responsible for investigating the elements that will have led to your dissatisfaction.

Any complaint will be dealt with diligently and as soon as possible depending on the complexity and status of the file.

The complaint will be processed within 30 working days (administrative hours excluding Saturdays, Sundays and statutory holidays). If it is impossible to process the complaint within the time limit, a person in charge will contact the victim to inform him.

Upon conclusion of the investigation, the victim will be informed by a division manager or his representative of the measures taken.

## OFFICE HOURS

Monday and Tuesday :  
8 h to 12 h and 13 h to 16 h 30

Wednesday and Thursday :  
8 h 30 to 12 h and 13 h to 16 h 30

Friday :  
8 h 30 to 12 h



## CONTACT DETAILS AND OPENING HOURS

**For urgent police assistance 24 hours a day, 7 days a week, please dial 9-1-1.**

For all **non-urgent** calls, dial 450-638-0911 (ext. 0),

Or

Go to the following address :

Régie intermunicipale de police Roussillon  
90, chemin Saint-François-Xavier  
Candiac, Québec  
J5R 6M6