

Contesting a decision
rendered by IVAC before the
*Tribunal administratif
du Québec*



Publisher

Association québécoise Plaidoyer-Victimes
8615, boul. Saint-Laurent, bureau 206, Montréal (Québec) H2P 2M9 Canada
Telephone: 514-526-9037
Email: aqpv@aqpv.ca Website: aqpv.ca

Research and writing: Sylvie Gravel and Arlène Gaudreault,
with the collaboration of Isabelle Boulanger

Editor: Katia Leroux

Translation: Cynthia Gates

Revision: M^e Andrea Kowalski, Juripop

Graphic design: Norman Hogue

Notes

This guide has been prepared for teaching and information purposes;
it is not intended to provide legal advice. Please consult a lawyer if you require
a legal opinion.

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The Association québécoise Plaidoyer-Victimes (AQPV)

Since 1984, the mission of the victims' advocacy organization *Association québécoise Plaidoyer-Victimes* (AQPV) has been to defend and promote the collective rights and interests of crime victims and those close to them.

Objectives

- ▶ Inform crime victims and those close to them of their rights and recourses.
- ▶ Represent the interests and concerns of crime victims and those close to them in their dealings with various authorities to ensure their rights are recognized and respected.
- ▶ Develop a better understanding of criminal victimization, its impacts and the needs of victims and those close to them.
- ▶ Encourage social reflection on issues related to helping victims and recognizing their rights.
- ▶ Mobilize various partners to promote victims' rights and interests.

To contact the AQPV:
8615, boulevard St-Laurent, Bureau 206
Montréal (Québec) H2P 2M9 Canada
Telephone: 514-526-9037
Email: aqpv@aqpv.ca Website: aqpv.ca

About This Series

The guides in the *Rights and Recourses of Crime Victims* series have been created by the *Association québécoise Plaidoyer-Victimes* to help victims and those close to them navigate the justice system and other organizations dedicated to protecting victims or providing compensation for damages or harm suffered. Written in clear, easy-to-understand language, they contain information that will help victims understand the justice system, know what to expect, and exercise their rights and recourses.

Whom are these guides intended for?

Although all of the guides have been developed to help crime victims and those close to them, they will also be of interest to the professionals who help them, volunteers who provide support for victims in aid resources, and anyone who works in the justice, public security, education, health and social services, and community sectors.

Topics covered in the series

The series includes several guides on various topics:

- ▶ *Navigating your way through the justice system*
- ▶ *When the offender is an adolescent*
- ▶ *When the offender is a new immigrant or a person with precarious status*
- ▶ *When the victim is a minor*
- ▶ *Contesting a decision rendered by IVAC before the *Tribunal administratif du Québec**

Acknowledgements

This guide was made possible through the invaluable collaboration of people who are dedicated to ensuring the rights and needs of crime victims and their access to justice. We offer them our sincere thanks. We especially wish to thank M^e Catherine Gauthier, *adjointe juridictionnelle* at the Vice-Presidency of the Social Affairs Section of the *Tribunal administratif du Québec*, for her constant availability throughout the entire process of developing this guide. She generously answered our many questions and reread the document at key points during the drafting process. Her insightful comments made a vital contribution to the quality of the content of this guide.

AQPV reading and validation committee

Isabelle Boulanger
Project Manager

Katia Leroux
Research, Information and Editing Officer

Arlène Gaudreault
President

Véronique Poulin
Executive Director

Sylvie Gravel
Project Manager

Lise Poupart
Consultant

Collaborations

Anne Boily
*Directrice du service des besoins
de soutien ponctuel
Direction générale de l'indemnisation
des victimes d'actes criminels*

M^e Catherine Gauthier
*Adjointe juridictionnelle
Vice-Presidency of the Social Affairs Section
Tribunal administratif du Québec*

Myriam Choquette
Executive Director
*Directrice générale de l'indemnisation
des victimes d'actes criminels*

M^e Anick Ouimet
*Coordonnatrice du Bureau de soutien
à l'aide financière
Direction de l'aide aux personnes victimes
d'infractions criminelles
Ministère de la Justice du Québec*

Geneviève Croteau
Legal Counsel and Executive Assistant
*Direction générale de l'indemnisation
des victimes d'actes criminels*

Message From the AQPV

This guide is part of the *Rights and Recourses of Crime Victims* series that the *Association québécoise Plaidoyer-Victimes* (AQPV) has been publishing since 2013. It is intended for any victim of a criminal act who wishes to contest a decision of the *Direction de l'indemnisation des victimes d'actes criminels* before the *Tribunal administratif du Québec* (TAQ), particularly those who are representing themselves—in other words, without the aid of a lawyer.

Victims who decide to embark on this undertaking are faced with many obstacles, including the amount of time required, the onerous complexity of the procedures, the many steps involved, and the shortage and lack of information on resources that can provide advice and support. Although this guide does not pretend to contain the answers to all these problems, it strives to respond to a serious need by providing victims with information that will help them to exercise their right to seek recourse.

This guide will familiarize victims with the role and procedures of the TAQ, help them to prepare for the next steps, play a more active role in the various steps in their case, and make more informed decisions. The guide also contains practical advice, providing the answers to the many questions that can be a source of worry for victims—whether they are related to choosing an expert or lawyer, finding a resource that can give them support, or compiling the documents they need to strengthen their case.

Most victims who represent themselves without the help of a lawyer find themselves involved in unfamiliar procedures and that impose obligations for which they are entirely unprepared and that can result in a great deal of stress. Ill-informed and rarely accompanied, they take on a heavy burden. Preparing arguments to support their case in court, summoning and questioning witnesses, and interacting with judges can be a significant challenge for people who are not lawyers!

This guide is also a reference document for people and organizations that support victims in their dealings with the TAQ. Their collaboration is essential to ensuring that victims' needs are taken into account and that they are able to fully exercise their rights and recourses set out in the *Act to assist persons who are victims of criminal offenses and to facilitate their recovery*. These are the objectives that have inspired the AQPV throughout the preparation of this document.

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Introduction

You have been the victim of a crime and are attempting to come to terms with its many repercussions, in terms of both physical and psychological harm. You may be suffering from many impacts of the crime: you may be frightened, isolating yourself from others, incapable of working or carrying out your daily tasks.

To obtain services to aid in your recovery, you submitted an application to IVAC (*Indemnisation des victimes d'actes criminels*), the Québec compensation program for victims of criminal acts. Upon consideration of your application, however, the *Direction générale de l'IVAC* (DGIVAC) made a decision you do not agree with. Perhaps your application was rejected outright, or you feel the amount of financial assistance being offered is insufficient or that your percentage of disability was incorrectly assessed. You therefore asked DGIVAC to review its decision.

If the decision following the review process was still not in your favour, you can contest that decision before the *Tribunal administratif du Québec* (TAQ). You probably have no idea how to do this and find that the whole process seems very complicated. It is normal for you to feel anxious and to see this step as an insurmountable obstacle.

The AQPV therefore decided to write this guide to give victims a source of information, answering many of their questions on the procedure to follow to contest a decision by the DGIVAC before the TAQ. We want to help you ensure that you are fully prepared for every step in the contestation process.

The guide is intended for crime victims and those close to them, particularly those who are representing themselves before the TAQ, i.e., without the help of a lawyer. It will also be of interest to people who work with victims, providing them with support during the process.

On the following pages, we have listed 75 questions and answers, several practical tips, and information boxes. The guide has been designed like a toolbox, which we hope will make it easier for you to contest a decision before the TAQ and exercise your rights.

Are you looking for an answer to a specific question? Simply consult the *List of questions* at the end of the guide in order to quickly find the information you need. There is also a *Table of contents* at the beginning of the guide to help you locate the chapter on the topic or step in the process you are interested in.

If you have any comments or suggestions on how we could improve this guide, we encourage you to communicate with the *Association québécoise Plaidoyer-Victimes* (see page 3 for contact information).

Note

In order to simplify reading, in this document the acronym “IVAC” refers to the *Direction générale de l'IVAC*.



Contesting a Decision by IVAC

Are you victim of a crime who applied to IVAC for financial assistance or support during your recovery? Was your application rejected or only partially accepted? It may be difficult to understand the answers and justifications you received. Under the law, you have access to recourse if you wish to contest a decision from IVAC that you do not agree with. The first chapter in this guide provides a brief presentation of the role of IVAC's *Bureau de la révision administrative* and that of the *Tribunal administratif du Québec* (TAQ), the two bodies that are responsible for re-examining the aspects of a decision that is being contested.



IVAC's *Bureau de la révision administrative* (BRA)

What is the *Bureau de la révision administrative*?

You do not accept the decision IVAC has rendered on your file. Perhaps IVAC has not recognized that you were the victim of a crime or, in your opinion, has not accurately assessed the physical or psychological impacts the crime has had on your life. When you contact IVAC to request that the decision be reviewed, it is IVAC's administrative review board, or *Bureau de la révision administrative* (BRA) that is responsible for reviewing your request and deciding whether to confirm or change the decision.



What kind of decisions can the BRA make?

The BRA can make three types of decision:

1. Entirely confirm the decision rendered by IVAC.
2. Partially confirm the decision rendered by IVAC.
3. Revoke the decision rendered by IVAC and render a new decision.

If the BRA entirely or partially confirms IVAC's initial decision, you have another level of recourse to defend your rights: contesting the BRA's decision before the *Tribunal administratif du Québec*.

What if I don't understand the BRA's decision?

If you don't fully comprehend the information contained in the letter you receive from the BRA giving the reasons for its decision, you have the right to ask questions or to request an explanation. It is important that you understand the reasons or facts on which the BRA based its decision, because you will be required to contest them during the proceedings before the *Tribunal administratif du Québec*.

The *Tribunal administratif du Québec* (TAQ)

What is the *Tribunal administratif du Québec*?

The *Tribunal administratif du Québec* (Québec administrative tribunal), usually called the TAQ, is an independent, impartial tribunal that citizens can turn to if they have a dispute or disagreement with a government department or a public body. For example, it is the TAQ that hears contestations of decisions by the *Société de l'assurance automobile du Québec* (SAAQ) or the *Régie de l'assurance maladie du Québec* (RAMQ). Contestations related to the compensation of victims of crime are under the jurisdiction of the Social Affairs Section of the TAQ.



What is the role of the TAQ?

In the area of compensation for crime victims, the role of the Tribunal is to determine whether decisions rendered by IVAC comply with all legal provisions.

For example, the Tribunal addresses decisions concerning:

- ▶ compliance with the time limit for filing a request for compensation
- ▶ the eligibility of a victim or family member for the compensation program
- ▶ the presence of a temporary or permanent disability
- ▶ the right to an income replacement benefit
- ▶ the causal connection between the criminal act and the consequences experienced by the victim
- ▶ the existence of a relapse or aggravation of a consequence of the criminal act.

The applicant and the respondent

Two parties are involved in the proceedings to contest an IVAC decision before the TAQ: the applicant and the respondent. These legal terms may be used at the Tribunal and in certain documents that will be sent to you (the TAQ's decision, for instance).

The **applicant** is the party that is contesting, or challenging a decision—in this case, you, as the victim. It is you who is asking the TAQ to settle the dispute, which is the disagreement between IVAC and you.

The **respondent** is the body that rendered the decision that is being contested. In the case of IVAC, the respondent is represented by the Attorney General of Québec (*Procureur général du Québec*), who appoints a lawyer from the *Ministère de la Justice du Québec* to be their representative during the proceedings.

Box
1

Where is the TAQ located?

Although the official offices of the TAQ are in Québec City and Montréal, the Tribunal also moves around to several different cities that cover all the administrative regions of the province. For a list of those cities, [click here](#).

The Tribunal can also sit in videoconference for certain proceedings, as we will see later on.

Note

Whenever you need to communicate with the TAQ, you can call, email or fax their offices. The Tribunal's contact information may be found in [Appendix 1](#) on page 63.



What languages are spoken at the TAQ?

Although French is the language used at the TAQ, you have the option of expressing yourself in English. If you wish to speak English during the proceedings, notify the TAQ as soon as possible.

If you speak neither French nor English, you may use the services of an interpreter at your own expense. To find an interpreter, consult the website of the [Ordre des traducteurs, terminologues et interprètes agréés du Québec](#). Enter "Certified interpreter – court" in the Profession box.

You may also ask a member of your family or community who speaks your language as well as French or English to be your interpreter. It will be up to the judge, however, to decide whether or not to accept your interpreter.

If you are hearing-impaired, the TAQ will assume the cost of your interpreter during the proceedings.

If you have a disability that restricts your movement, inform the Tribunal as soon as possible. The TAQ will do everything in its power to accommodate your needs.

practical advice

Steps in contesting a decision rendered by IVAC's *Bureau de la révision administrative* before the TAQ

Box 2 on page 14 presents a flowchart of the steps involved in contesting a decision before the TAQ.

The steps are the same, whether you are represented by a lawyer or represent yourself before the Tribunal (see the chapter *Representation before the Tribunal administratif du Québec* on page 15). The difference is that if you represent yourself, you will be taking on a great deal more responsibility. You will also have to devote much more time to the preparation of your file and play a more active role at each stage of the process.

At first glance, you may find the flowchart extremely complicated and feel discouraged at the thought of undertaking the process of contesting a decision. This is completely understandable! But you have to see the process as a succession of steps that follow each other logically over a certain period—which takes an average of two years. You will have plenty of time to prepare for each step.

The process for every file is different, and most people will not have to go through every step. For example, it will be up to you to decide whether you participate in conciliation or not. If you choose to do so and come to an agreement you are happy with, you will not be required to appear before the Tribunal. The TAQ may require you to attend a management conference or pre-hearing conference, but this is not always the case. You will not be required to participate in case management unless your file includes a medical component.

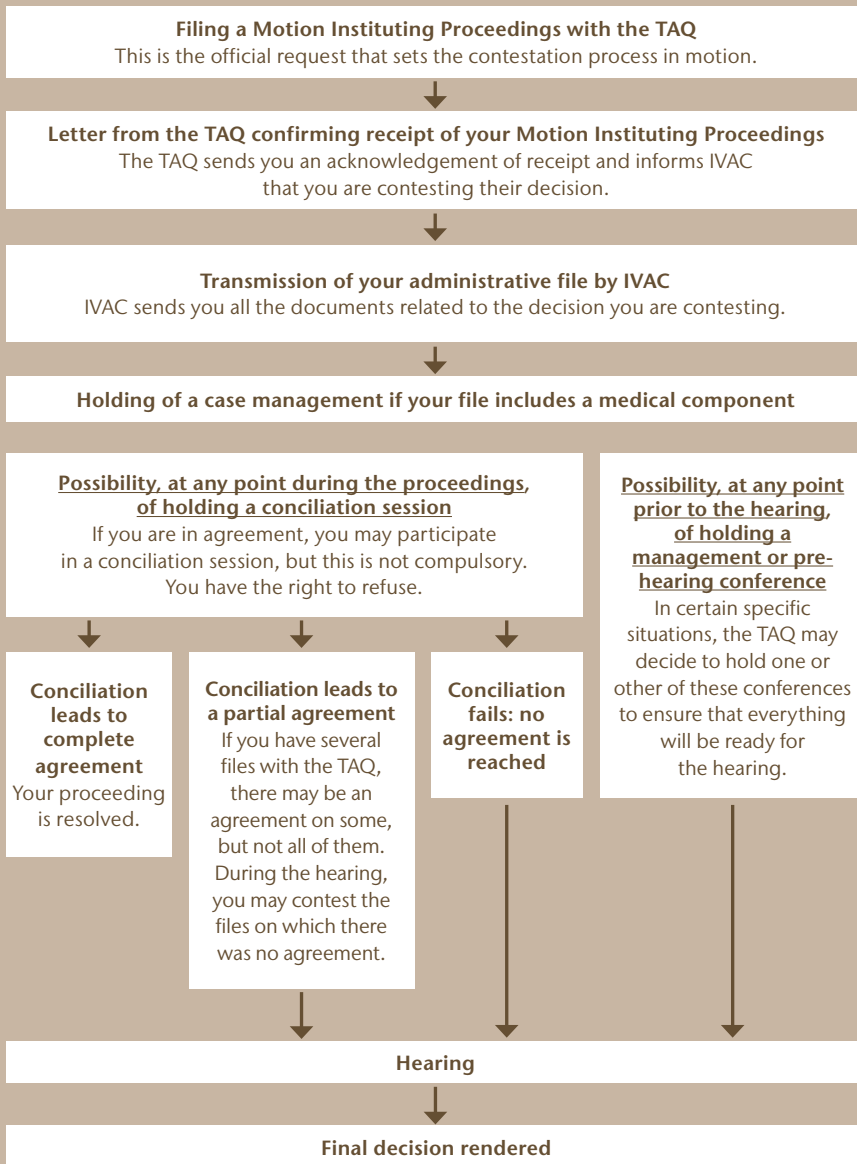
All of these steps are explained in detail in this guide to make it easier for you to understand the process and alleviate your concerns.



Be sure to consult the [TAQ website](#)! In addition to all the forms you will need, you will find information on the Tribunal, how it works and the different steps involved in the contestation process in the form of video capsules, such as *The Tribunal administratif du Québec: What we can do for you*.

practical advice

Flowchart of steps involved in contesting a decision rendered by IVAC's *Bureau de la révision administrative* before the TAQ



Box
2



Representation Before the *Tribunal administratif du Québec*

Investing your time and energy in a process that is entirely unfamiliar to you can be very stressful. The thought of having to contest a decision before the TAQ can provoke a lot of anxiety and uncertainty: Should I retain the services of a lawyer? How much would that cost? What if I don't have enough money? What's involved in representing myself without the help of a lawyer? This chapter provides answers to those questions to help you better understand the choices that are available to you and make it easier to make the right decisions for you.



Why would I hire a lawyer to represent me?

You have the right to retain the services of a lawyer to represent you before the TAQ. That means that throughout all the steps in the contestation process, that person will be there to provide you with support, speak on your behalf and defend your interests. They will follow up on all the various requests sent to the TAQ and organize the evidence and arguments to be presented to the judges in order to defend your case. To learn more about evidence and arguments, see the section *Thoroughly preparing my file* on page 42.

You will be required to cover all the costs associated with the services provided by your lawyer. If you have a low income, however, you may be eligible for legal aid. To find out more, see the section *Representation by a legal aid lawyer* on page 20.

Check to see if your home or car insurance includes legal assistance by telephone or legal expense insurance. Some credit card packages also include legal assistance.

Representation by a lawyer whose fees are paid by me

How do I find a lawyer?

Finding a lawyer is not always easy. Consult the [JurisRéférence](#) website to help you find one in your region.

The website of the *Barreau du Québec* also has a [Directory of Lawyers](#) that allows you to search for a lawyer by region and language spoken.

Note

As the professional order of lawyers, the *Barreau du Québec* (Québec bar) has a mission to protect the public. Contact the Barreau to make sure the person you are considering hiring is qualified to represent you.



514-954-3411

1-844-954-3411



infobarreau@barreau.qc.ca



What happens during the first meeting with a lawyer?

During the initial meeting, which usually lasts between 30 and 60 minutes, the lawyer will familiarize him or herself with the main elements of your situation, asking many questions in order to clarify the decision you wish to contest and understand your expectations of the result. The first meeting also provides you with an opportunity to ask your own questions.

Be aware that this initial meeting is not free of charge. When you first call a lawyer, don't hesitate to ask about their fee for evaluating your case.

Note

The *Barreau du Québec* offers a referral service through which lawyers offer an initial meeting at a reduced rate on a volunteer basis. For more information, click [here](#) or see [Appendix 2](#) on page 64.



How should I prepare for the first meeting?

Since time spent with a lawyer is both limited and expensive, it is in your interest to be well prepared for your first meeting. Careful preparation will allow you to get the most out of your conversation and help you make the right decisions. Here are a few tips:

- ▶ Explain exactly why you do not agree with the decision of IVAC's *Bureau de la révision administrative (BRA)*.
- ▶ Identify what elements you want to bring to the lawyer's attention to support your case (facts, actions taken with other bodies, correspondence, etc.).
- ▶ Compile the documents you consider to be relevant to contesting the BRA's decision (e.g.: decisions rendered by IVAC and the BRA, medical reports, psychological reports, invoices, records of employment).
- ▶ Prepare a list of your contact information (mailing address, telephone number, email address, etc.) and that of your witnesses, as applicable.
- ▶ Make a list of the questions you want to ask the lawyer.



What questions should be asked at the first meeting?

The main purpose of the initial meeting with the lawyer is to decide whether or not you will retain their services. In order to make that decision, you need to know if they have experience in dealing with IVAC cases and that you understand exactly what services they are offering. Here are a few questions you should ask:

- ▶ Do you have experience in taking on IVAC decisions being contested before the TAQ?
- ▶ How many years of experience do you have in this type of work?
- ▶ What exactly can you do to help me? (Examples: complete forms, do legal research, identify the documents needed for the contestation, prepare witnesses)
- ▶ What documents will I need to provide as evidence?
- ▶ Do I need witnesses to support my claim?
- ▶ Is there a possibility of settling my case through conciliation? (For more information on this subject, see the chapter *Conciliation* on page 37.)
- ▶ How do I get in touch with you if I have questions or want to discuss my file? By telephone? Email? Videoconference?
- ▶ If I want to meet with you, what is your availability? How long does it generally take to obtain a response from you?

How much do lawyers' services cost?

Lawyers are free to decide the amount of their fees, which vary based on:

- ▶ their years of experience
- ▶ the complexity of the file
- ▶ the amount of time and effort spent on the file.

There are three main ways in which lawyers bill for their services:

1. Flat rate

The lawyer and the client agree on a lump sum to be paid by the client to the lawyer for their work.

2. Hourly rate

This is the most common method. The lawyer bills the client based on the number of hours spent on the file (including the time spent on the phone and writing letters). The lawyer must set the hourly rate before beginning any work.

3. Percentage fee


This type of payment applies only to cases where financial compensation is being requested. The lawyer agrees to be paid based on a percentage of the amount the client receives in the case. This percentage, specified in writing, varies based on:

- the nature of the case
- the chances of success
- the amount of compensation being requested
- the amount of expenses paid by the lawyer or the client.

The lawyer and the client must also agree on what will happen if the client does not receive any money. Their agreement can stipulate the lawyer will be paid at their hourly rate, or that they will only be reimbursed for their disbursements.

To find out more about the fees of the lawyer you are meeting with, ask the following questions:

- ▶ If the lawyer is paid a flat rate, what expenses (called “disbursements”) are included in that amount? The cost of photocopies? Transportation expenses? Expert reports? Anything else?
- ▶ If the lawyer is paid an hourly rate, how many hours do they estimate they will have to spend on your case? Will other expenses be added to the number of hours?
- ▶ What forms of payment are accepted? Cheque? Credit card? Interac transfer?
- ▶ Will you be required to pay an advance fee?
- ▶ Can the lawyer's fees be paid in instalments? If so, how many?
- ▶ Approximately how much will you have to pay in total if this person agrees to represent you before the TAQ ?



Before your first meeting with a lawyer, we recommend that you consult the [TAQ website](#) to get a better idea of what questions you should ask.

practical advice

How will I know if a lawyer is the right one for me?

After your first meeting with a lawyer, you will have to decide whether or not you want to retain their services. Their answers to the questions you asked are a good way to determine if that lawyer is the right one for you. If you're still in doubt, ask yourself the following questions:

- ▶ Did they explain things clearly?
- ▶ Did I understand what they said to me?
- ▶ Did I feel comfortable with them?
- ▶ Did they inspire confidence? Why?
- ▶ Did they seem interested in my case?
- ▶ Did they clearly understand why I want to contest the IVAC decision?

Once you have chosen the person who will represent you, be sure to have the following information clearly stated in writing:

- ▶ the lawyer's mandate
- ▶ the start date of the mandate
- ▶ fees
- ▶ payment method
- ▶ forms of communication.

There is an example (in French only) of a professional service agreement on the website of the *Barreau du Québec*. [Click here](#) to consult it.

Note


If you are hesitating to retain the services of a lawyer after your first meeting, it is important that you know that you are under no obligation to do so. You are free to consult another lawyer if you wish. Just remember that you will have to pay for another first meeting.



Is it possible to hire a lawyer to help me with certain specific services only?

Yes. Depending on your needs and financial resources, it is possible to retain the services of a lawyer for what is called a “limited scope retainer.” This method gives you the advantage of obtaining the services you choose and paying for those services only.

For example, you could ask a lawyer to advise you on what evidence and arguments you should submit to the Tribunal without them necessarily representing you. Or you could decide to prepare your own case by carrying out certain tasks yourself (such as filing the Motion Instituting Proceedings, taking the necessary steps to obtain documents, etc.) and pay a lawyer only to represent you before the TAQ. If you decide to take this route, be sure to obtain a document that clearly states the division of tasks and their costs.



Certain agencies that advertise their services on the Internet offer to take on cases like yours. Don't hesitate to ask questions about how these agencies operate, what their fees are and what services they offer. Exercise caution before signing a contract with the agency whose services you want to engage.

practical advice

Representation by a legal aid lawyer

What is legal aid?

Legal aid is a public service offered to low-income individuals in two forms:

1. Free services

To determine your eligibility for free legal aid, your financial situation is evaluated based on the following criteria:

- Your annual income (including all sources of income: salaries, benefits, tips, etc.)
- Your family situation (spouse, children, dependents, etc.)
- The value of certain of your assets (house, condo, etc.)
- Your liquid assets (savings, investments, etc.).

If you are receiving social assistance or social solidarity benefits, you are automatically eligible for legal aid free of charge.

Only the Legal Aid Office closest to the place of residence of the person applying can determine if they are eligible. To find the office nearest you, [click here](#).

2. Contributory legal aid

Even if you have a low income, you still might not meet the criteria for receiving free legal aid. You can have access to a legal aid lawyer, however, by paying a contribution of between \$100 and \$800, depending on your situation. As in the case of free legal aid, you will be required to meet certain financial eligibility criteria to obtain contributory legal aid.

To find out more about contributory legal aid, [click here](#).



Who are the lawyers that provide legal aid services?

If you are eligible for legal aid, either free of charge or with a contribution, there are two types of lawyers who can give you legal advice and represent you:

- ▶ those who are employed by legal aid offices, and
- ▶ those who work in private practice (i.e., who have their own practice or are a member of a firm) **who accept legal aid cases**. These lawyers are paid based on the legal aid tariff. If you are considering engaging the services of a lawyer in private practice, it is your responsibility to ensure that they accept legal aid cases.



How do I obtain the services of a lawyer in private practice who accepts legal aid cases?

You must first obtain a certificate from a legal aid office certifying that:

- ▶ you are eligible for legal aid
- ▶ all (in the case of free legal aid) or part (in the case of contributory legal aid) of your legal fees for the services provided by the lawyer in private practice will be paid by legal aid. If you are required to contribute a certain amount of money, **that amount must be paid to legal aid, not the lawyer**.


You must then remit the certificate to your lawyer (who can also help you obtain it).

Representation by a person other than a lawyer

Who other than a lawyer can represent me?

In cases concerning IVAC, the TAQ allows you to be represented by the someone who is not a lawyer. For example, this could apply if your knowledge of French or English is insufficient or if you are not comfortable representing yourself.

Your representative must be someone in whom you have absolute trust who is capable of speaking and acting on your behalf before the TAQ (a family member or a friend, for example). Make sure the person you choose clearly understands the decision of the *Bureau de la révision administrative* and your reasons for contesting it. This is very important, because it is they who will be presenting and defending your point of view during the different steps in the contestation process.



Whether your representative is a lawyer or a non-lawyer, be sure to keep informed of their actions. If they fail to respect deadlines or neglect to transmit information to the Tribunal, you might pay the consequences. For example, your motion may be rejected if a deadline has not been respected.

practical advice

What are the duties of the non-lawyer who is representing me?

The non-lawyer representing you receives all communications from the TAQ on your behalf, except for the Notice of Hearing and the decision of the Tribunal, which are sent to you personally.

Just like a lawyer, a non-lawyer representative:

- ▶ acts and speaks on your behalf before the TAQ
- ▶ presents evidence supporting your case to the judges
- ▶ questions witnesses, if applicable
- ▶ interact with the judges and the lawyer representing the *Ministre de la Justice*
- ▶ follows up with the TAQ.

Unlike a lawyer, non-lawyer representatives are not required to present legal arguments (case law, rules of law, etc.) during the hearing. They may do so, however, if they wish and feel sufficiently prepared.

Note

You are responsible for informing the TAQ of any change in the contact information of the person representing you (lawyer or other), as it is important that the Tribunal be able to contact them. The TAQ must also be informed if there is any change in the person representing you during the contestation.



How do I go about designating a non-lawyer to represent me?

All you have to do is send a letter or email to the TAQ informing them of your choice and providing the name of the person who will be representing you, remembering to include their contact information. (See [Appendix 1](#) on page 63 for the TAQ's addresses.)

Representing yourself

Why would I represent myself?

You may not have any choice but to represent yourself before the TAQ if you cannot afford to pay a lawyer or are not eligible for legal aid.

You may have also had a bad experience with a lawyer in the past or feel that you are the best person to defend your case before the Tribunal.

Defending oneself without the help of a lawyer before a tribunal is a challenge for anyone. You have to understand the law and the procedures that apply to your case, be able to organize your evidence, cross-examine witnesses, present arguments... all without being a legal expert!

It's a difficult decision to make. You may see it as just one more burden to take on after everything you have already been through, forcing you to assume a role that is unfamiliar and intimidating. Take the time you need to weigh the pros and cons before making your decision.

What is involved in representing oneself?

If you decide to represent yourself, you will have to:

- ▶ prepare your file
- ▶ follow up on your file with the TAQ
- ▶ prepare your witnesses, as applicable, and question them during the hearing
- ▶ cross-examine the witnesses called by the lawyer representing the *Ministre de la Justice*, as applicable
- ▶ interact with the judges and the lawyer representing the *Ministre de la Justice*
- ▶ present the evidence in support of your case before the judges
- ▶ prepare and present your arguments to the judges.

Legal resources for self-represented persons

If you represent yourself, there are various legal resources that can help you. While some offer only **legal information**, others also **provide legal advice** or **opinions**.

Legal advice or a legal opinion is a professional opinion provided by a lawyer. Based on their analysis of the law and your file, they will advise you on the steps to take to advance your case.

Legal information is general information that applies to your file. For example, you may obtain legal information on your options for recourse or on the different steps you need to carry out to prepare your file. Legal information **does not** include advice on actions to take or an assessment of your chances of success.

For a list of legal resources, [click here](#).

Box
3



Don't rely on your memory! Take notes during all proceedings. For example, make a note of any information that seems important or pertinent when:

- ▶ you ask a lawyer for information at a legal clinic
- ▶ you call the TAQ and speak with an information agent
- ▶ you speak with a doctor or other specialist.

It is also important to keep track in writing of the dates when you carried out different steps. That information will be useful during your contestation before the TAQ.

practical advice

Can I get help from the TAQ?

Since the vast majority of victims are not familiar with the steps involved in contesting a decision before the TAQ, the Tribunal offers a specialized communication service. As soon as your file shows that you are representing yourself, a TAQ staff member will call you to go through your file with you. They will provide you with the information you need on the various steps in your recourse and how to prepare your file. Note, however, that they **cannot** provide you with any legal advice.

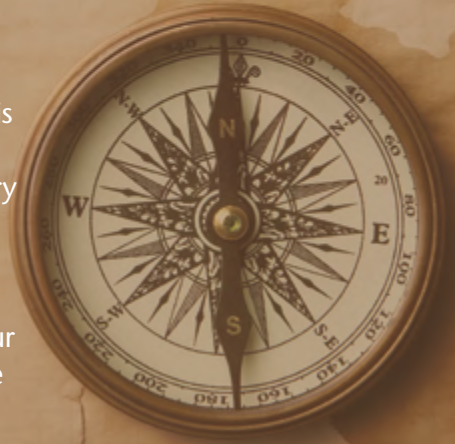


Keep an eye (and ear) out for calls from the TAQ! If the Tribunal needs to get in touch with you (especially if you are representing yourself) in order to give you information on your file and update your contact information, it is important to be available. The person trying to call you may not leave a message in your voicemail box, especially if you do not identify yourself in your greeting message. Further, your call display may not show that the call is from the TAQ, as the number may be masked if the person calling you is working remotely.

practical advice

Application for Contestation Before the *Tribunal administratif du Québec*

Submitting a request to the TAQ to contest a decision rendered by IVAC's *Bureau de la révision administrative* is called "filing a proceeding" and is done using a form entitled "Motion Instituting Proceedings." This is a very important step because it initiates the proceedings before the Tribunal. If a non-lawyer is representing you or you are self-represented, this chapter will provide you with some tools to better understand your obligations, help you to complete the motion, and file it with the TAQ.



The Motion Instituting Proceedings

What information needs to be included on the Motion Instituting Proceedings form?

The motion instituting proceedings must include:

- ▶ the contact information for the applicant (i.e., you): first name, last name, mailing address, telephone, email address, etc.
- ▶ the contact information for the lawyer or non-lawyer representing you, as applicable
- ▶ the name of the body whose decision you are contesting—in this case, IVAC's *Bureau de la révision administrative* (BRA)
- ▶ your IVAC file number (this number appears in the letter you received from the BRA)
- ▶ the date of the BRA decision you are contesting (the date on the letter you received)
- ▶ the grounds for your proceeding—in other words, the decision you are contesting and why
- ▶ the request being made to the TAQ—in other words, the result you are hoping for. For example:
 - to be recognized as a victim
 - to obtain more therapy sessions
 - to obtain assistance in returning to work
 - to obtain compensation for loss of income or for a disability resulting from the crime.
- ▶ your signature.



If you are hesitating to contest the decision rendered by IVAC's *Bureau de la révision administrative*, it is strongly recommended that you complete a Motion Instituting Proceedings regardless to ensure you do not lose your rights. If you subsequently decide not to contest the decision, you can easily cancel your request. See the question *Is it possible to withdraw from the proceeding once the process has begun?* on page 33.

practical advice

How do I file my proceeding?

There are three different ways to file a proceeding:

1. Using the form
2. Online
3. By letter

1. The form

The [Motion Instituting Proceedings form](#) is available on the TAQ website. You can either complete the form on-screen and print out your completed form, or print out a blank form and complete it by hand.

If you would prefer to have a printed version of the form, visit the TAQ offices or ask to have one mailed to you. Be careful, however: having the form mailed to you will reduce the amount of time you will have to file your proceeding. Make sure you don't miss the deadline! For more information, see the question *What is the deadline for submitting a Motion Instituting Proceedings?* on page 29.

2. Filing online

To file your proceeding online, [click here](#).

If a lawyer or someone else is representing you, it is usually up to them to file the proceeding; if you are representing yourself, it is your responsibility. Before you complete it, you will be required to answer two questions on the TAQ website:


- *Who are you filing a proceeding for?* Answer: For myself
- *What is your proceeding about?* Answer: Social affairs section

3. By letter

If you prefer, you can also write a letter to the TAQ containing all the same elements as explained in the answer to the question *What information should the Motion Instituting Proceedings include?* on page 26.


Note

You can submit your form or letter by mail, email, fax or in person at the TAQ offices. If you mail your form, the date indicated on the postmark is considered to be the date your proceeding was filed with the TAQ. If you submit your form online or send it by fax or email, the date of transmission will be your filing date. Contact information for the TAQ is provided in *Appendix 1* on page 63.

Completing your filing online or using the form is much easier than writing your own letter—and you will be sure not to forget any required elements. Do not hesitate to contact the TAQ if you have any questions about the form. A TAQ representative will assist you but will not provide legal advice or discuss your chances of success.

practical advice

Do I need to include any documents with my Motion Instituting Proceedings?

Regardless of how you choose to file your proceeding (form, online or letter), you must include:

- ▶ a copy of the decision rendered by the IVAC *Bureau de la révision administrative* that you are contesting
- ▶ any other document supporting your claim (such as a medical report, records of employment, invoices, etc.)

You can send your documents in the same way as your Motion Instituting Proceedings: online, by mail, fax or in person at a TAQ office. Copies are fine; it is not necessary to send the original documents.

You can add new documents to your file at any point in the contestation process, subject to certain conditions. See the question *What are the deadlines for submitting evidence to the Tribunal prior to the hearing?* on page 52.



File your proceeding even if you don't have all the documents you need when you transmit your Motion Instituting Proceedings. You can forward them to the TAQ later, indicating your name, the date of the *Bureau de la révision administrative's* decision you are contesting, and your IVAC file number that appears on the decision.

It is important to keep a copy of all the documents you send to the TAQ, including your Motion Instituting Proceedings form. Make a note of the date when you transmit your form and any other document(s) you send to the TAQ.

practical advice

Submitting the Motion Instituting Proceedings – Filing a proceeding

What is the deadline for submitting a Motion Instituting Proceedings?

When you requested that IVAC review its original decision on your file, that request was forwarded to IVAC's *Bureau de la révision administrative* (BRA), which reviewed it. You then received a letter from the BRA informing you that IVAC's original decision had been maintained and had not been modified in your favour (or had been only partially modified). That letter indicated that you had **60 days** to contest the BRA's decision before the TAQ.

Note

In very specific cases, the deadline for submission may be less than 60 days. Your deadline will be clearly indicated on the letter you received from the BRA informing you of their decision.



How is the 60-day deadline calculated?

You have **60 days** as of the date you receive your decision from the IVAC *Bureau de la révision administrative* to file your proceeding. The deadline is the 60th day. If the 60th day falls on a Saturday, Sunday or holiday, the deadline will be shifted to the following day that is not a Saturday, Sunday or holiday.

The following days are recognized as holidays:

- ▶ January 1 and 2
- ▶ Good Friday
- ▶ Easter Monday
- ▶ the Monday preceding May 25 (National Patriots' Day)
- ▶ June 24 (Québec national holiday)
- ▶ July 1 (Canada Day)
- ▶ the first Monday in September (Labour Day)
- ▶ the second Monday in October (Thanksgiving)
- ▶ December 24, 25, 26 and 31
- ▶ any other holiday decreed by the government.

Box
4

What happens if I miss the deadline indicated on the decision from IVAC's *Bureau de la révision administrative*?

If you miss the prescribed deadline, it will be up to the TAQ to decide whether to accept or refuse your Motion Instituting Proceedings. You will have to be able to explain why you were unable to respect the deadline, and your reasons must be valid in order for the Tribunal to accept your late submission. (For example, if you were diagnosed by your doctor as suffering from severe depression and your mental health prevented you from undertaking any steps with the TAQ.)

File your proceeding as early as possible to ensure you don't miss the TAQ's deadline. If you want a lawyer to represent you but haven't chosen one yet, you can send your chosen lawyer's contact information to the TAQ separately at a later date.

practical advice

Will I have to pay a fee to file my Motion Instituting Proceedings?

No. There is no charge for filing a proceeding related to an IVAC decision.

You will, however, be required to pay the following costs (**as applicable**):

- ▶ your lawyer's fees
- ▶ costs related to your evidence (printing or photocopying documents, mailing costs, etc.)
- ▶ the fees of any expert (such as a psychologist, doctor or other health specialist) whom you ask to produce a report (see the section *Calling on witnesses* on page 46)
- ▶ costs related to your presence on the day of your hearing (meals, transportation, loss of salary, etc.)
- ▶ costs related to the presence of your witnesses on the day of your hearing
- ▶ costs related to the services of an interpreter if you speak neither French nor English
- ▶ fee for receiving a copy of the recording of your hearing, if you wish.



I am contesting several decisions. Can I file them all on the same Motion Instituting Proceedings form?

No. Every decision of the *Bureau de la révision administrative* that you are contesting must be filed on a separate Motion, which becomes a separate TAQ file. If you are contesting several decisions, however, all the different files are generally dealt with at a single hearing.

Receipt of the Motion Instituting Proceedings by the *Tribunal administratif du Québec*


What happens after a proceeding is filed with the TAQ?

Once the TAQ receives your Motion Instituting Proceedings:

- ▶ it mails you an acknowledgement of receipt
- ▶ it opens a file with an identification number. This number is important: use it every time you communicate with the TAQ (your identification number will look like this: SAS-M-000000-0000)
- ▶ it informs IVAC that you are contesting their decision.

Within **30 days** of receiving this information from the TAQ, IVAC will send you all the documents related to the decision you are contesting.

All of these documents make up your **administrative file**, which will be very helpful in the preparation of the next steps in your contestation process.



If there is a change in your contact information—for example, if you move or get a new telephone number or email address—you must inform the TAQ by telephone or email as soon as possible. You must also inform the person representing the *Ministre de la Justice* (their contact information will be sent to you during the initial steps in the process), as well as IVAC, which may need to contact you further to the TAQ's decision on your file. It is important that all these parties be able to get in touch with you. IVAC's contact information is provided in [Appendix 3](#) on page 65.

If the Tribunal does not have the correct contact information for you, you may not receive important documents that are mailed to you, such as the summons to your hearing, which could then be held in your absence.

practical advice

Can I modify the content of my Motion Instituting Proceedings?

Yes. Once you have submitted your application, you can modify your request by sending a letter or email to the TAQ.


Is it possible to withdraw from the proceeding once the process has begun?

Yes. You may change your mind and drop your proceeding at any time. To do so, you must send a signed letter or an email to the TAQ informing the Tribunal of your decision. Be sure to include your name and TAQ file number.

You may also complete a [withdrawal form](#). Enter the following information on the form:

- ▶ Identify yourself as the Applicant.
- ▶ Identify the *Ministre de la Justice du Québec* as both the Respondent and the Impleaded Party.
- ▶ Provide your TAQ file number.

Leave the “Respondent file number” field blank.



If you are thinking about withdrawing your proceeding, take the time to consider your decision very carefully, weighing the pros and cons. Talk it over with someone you trust. Sometimes fatigue, stress and discouragement can cause us to make decisions we regret later. Make sure you are making your decision for the right reasons.

practical advice

Case Management, Management Conferences and Pre-Hearing Conferences

Once the TAQ receives your Motion Instituting Proceeding, the contestation process is set in motion. Prior to the hearing, depending on the nature of your file, the TAQ may require you to participate in case management, a management conference or a pre-hearing conference. This chapter explains these procedures and your role in each one.



The difference between case management, management conferences and pre-hearing conferences

What is case management?

If your file includes a medical component (for example, if you have injuries or physical or mental disabilities that are preventing you from working or carrying out your daily activities), the case management process is **compulsory**. It is held at the very beginning of proceedings, a few weeks after the submission of the Motion Initiating Proceedings.

During the case management process, the coordinating administrative judge will work with you or the lawyer representing you to plan the steps involved up until the hearing, including determining which documents and/or witnesses will be required (for example, a medical report or an expert opinion provided by a specialist).

Case management is particularly useful if you are representing yourself before the TAQ, as it will help you to better organize your evidence for the hearing. It will also give you the opportunity to familiarize yourself with the upcoming procedures.

What is a management conference?

If your TAQ file has been open for a long time and hasn't progressed, you may be required to attend a management conference. The Tribunal may consider such a conference to be necessary in order to see how your file is proceeding and set a date for the next hearing.

The management conference also allows you or your lawyer to agree with the representative of the *Ministre de la Justice* on:

- ▶ how the hearing will proceed: for example, the number of witnesses who will be present and the probable duration of the hearing
- ▶ the requirements of each party (i.e., yourself as applicant and the representative of the *Ministre de la Justice* as respondent) regarding the transmission of documents (such as psychological reports, expert opinions, records of employment, etc.)
- ▶ deadlines to be respected and how the required documents will be transmitted (email, postal mail, fax or online).

During the management conference, the judge may also suggest that you take part in a conciliation process. See the chapter on *Conciliation* (on page 37) for more information.



What is a pre-hearing conference?

If your file is complex, the TAQ may require you to attend a pre-hearing conference in order to prepare for your hearing, determine the questions that will be discussed during the hearing and assess the need to clarify exactly what the parties are asking the Tribunal. This type of conference is **rarely used**, however.

Participation in case management, management conferences and pre-hearing conferences


Do I have to participate in these meetings?

If the TAQ summons you to case management, a management conference or a pre-hearing conference and you are representing yourself, your participation is compulsory. The Tribunal can make decisions in your absence, which could be detrimental to your case. Once again, as soon as possible, you must inform the TAQ of any change in your contact information as well as your reason(s) for not being able to attend any of these meetings.

Who takes part in these meetings?

You (if you are representing yourself), the judge and the representative of the *Ministre de la Justice* will participate in these procedures. You may address the judge directly at any point if you have questions.

If you are being represented by a lawyer or non-lawyer, that person will also be present.



Even if you are being represented by someone before the TAQ, it is recommended that you talk to your lawyer about the possibility of participating in your case management, management conference or pre-hearing conference. Your presence at these meetings will give you the opportunity to express yourself, if you wish, but—even more important—to keep close track of developments in your file.

practical advice

Note

Case management, management conferences and pre-hearing conferences are all conducted by telephone.



Conciliation

Does the idea of taking part in a hearing in a courtroom setting make you anxious? Are you worried about all the related formalities and rules? If so, you have the choice of going to conciliation to settle your case. Conciliation is a faster, more flexible and less stressful procedure than a hearing. It provides you with an opportunity to express your point of view and exercise your rights while avoiding the stress of a hearing. This chapter explains what you need to know about conciliation and how to prepare.



Features of conciliation

What is conciliation?

Conciliation is a simple, informal way to settle your dispute without having to go through the hearing process. It allows you to discuss and negotiate directly with the representative of the *Ministre de la Justice*. You can play an active role in finding a solution, especially if you are representing yourself.

The conciliation process, which takes place in a less formal setting than a hearing, also gives you the opportunity to talk about what you have experienced and explain exactly what aspects of the IVAC's *Bureau de la révision administrative* decision you consider to be incorrect.



Is the conciliation process compulsory?

No. It is up to you to decide whether you want to participate or not. The TAQ may, depending on the nature of your case, invite you to take part in a conciliation session. You will then be required to accept or decline the invitation by contacting the TAQ.

If you refuse and subsequently change your mind, you may request that a conciliation session be set up at any time during the contestation process. In such cases, the judge assigned to your file will ask the representative of the *Ministre de la Justice* if they agree to participate in the meeting.

Note

It may be to your advantage to participate in a conciliation session. If the conciliation is successful, you will not be required to go to a hearing before the Tribunal, which is a more stressful proceeding. Even if the conciliation is unsuccessful, you will be prepared for the hearing, so your time will have been well spent!



Where does the conciliation take place?

The conciliation session may be conducted in person or virtually (i.e., by videoconference). The type of meeting will be specified in the convocation to conciliation you receive from the TAQ.

It is important that you choose a meeting format that you are comfortable with and that meets your needs. For example, you may prefer to hold the meeting in person at a TAQ office in order to have a more direct contact and facilitate dialogue. You may, however, opt for a videoconference if you have a computer or tablet and an Internet connection. Whatever you choose, if what you are proposed doesn't suit you, inform the TAQ, which will try to accommodate your wishes as best as possible.

If the conciliation session is being conducted by videoconference, be sure to set yourself up in a quiet, familiar setting. Avoid participating in the videoconference in a public location, such as a café, or in your car.

practical advice

Who participates in the conciliation?

The following persons take part in the conciliation session:

- ▶ you, if you are representing yourself
- ▶ the person representing you, as applicable
- ▶ the person representing the *Ministre de la Justice*
- ▶ the administrative judge acting as conciliator.

Even if you are represented by a lawyer or non-lawyer, it is recommended that you participate in the meeting as well. You will have the opportunity to play an active role in the negotiations, and are the best person to present the facts and reasons for your contesting the decision rendered by IVAC's *Bureau de la révision administrative*.

Is the conciliation process public?

No. Conciliation sessions are held in private. The public is not admitted and no witnesses are heard. Conciliation is a confidential process. Nothing that is said or written down during a conciliation session can be revealed at a later hearing before the Tribunal. For example, if you do not obtain the settlement you were hoping for through conciliation, you cannot disclose the offers you refused.



What is the role of the judge acting as conciliator?

The administrative judge who acts as conciliator is neutral and impartial regarding the parties involved. Their role is to encourage an open discussion between you and the representative of the *Ministre de la Justice*. They are not there to make a decision on your case but to help you explore possible solutions with the aim of coming to an agreement that is satisfactory to both parties.

At any time during the conciliation session, the judge acting as conciliator may ask to speak with you in private to advance the discussion or clarify a given point. They may also wish to do the same thing with the representative of the *Ministre de la Justice*. This is perfectly normal. You are also entitled to ask to speak to the judge in private if you wish to discuss certain points or express a specific concern you might have.

At any time, you or the representative of the *Ministère de la Justice* may terminate the conciliation session. It is wiser, however, to take some time to consider that decision carefully, as it is an important one. Since conciliation is a more informal process, it gives you the opportunity to present your point of view to the judge more easily. Remember that you may end up with a settlement that suits you.

practical advice

Note

If you need more time to think about a proposal made by the representative of the *Ministre de la Justice*, to seek advice or obtain a document, you may ask for an adjournment. Depending on the nature of the file, the judge will maintain its pending status for a few weeks or months.



Am I allowed to have someone accompany me to the conciliation session?

If you feel the need, you may ask someone to attend the conciliation session with you for support, subject to their presence being considered useful by the judge. You must be able to explain why you need to have them with you during the session—if you suffer from stress, for example, and need their support for reassurance and confidence. In the event you need time to think about offers that are proposed to you, that person could then help you make your decision, as they would be very familiar with all the aspects of your case.

Unless they have been specifically authorized, the person accompanying you may not intervene in any conciliation discussions and may not represent you in any way.



What happens if I am unable to be present on the date proposed?

You will receive a letter from the TAQ indicating the date, time and place of the conciliation. If you are unable to attend, you must submit a request in writing or by email to the Tribunal as quickly as possible, asking that the date be changed, giving the reason why you cannot be present. You must have serious grounds for requesting a change of date. It is up to the judge to decide whether or not to accept your request. If it is refused, your file will not be closed; it will be pursued at the hearing.

Preparing for conciliation

How do I prepare for a conciliation session?

If you are representing yourself, it is important that you prepare thoroughly if you want the conciliation to result in an agreement that is satisfactory to both you and the representative of the *Ministre de la Justice*. Think carefully about what is important to you: during a negotiation, it may be necessary to make certain compromises. Consider possible solutions to propose to the other party.

Prepare for conciliation as if it were a hearing before the Tribunal. For more details, see *Preparing for the hearing - A few tips* in the information box on page 48.

Conclusion of conciliation

How does the conciliation process end?

If you come to an agreement with the representative of the *Ministre de la Justice*, it will be set down in writing. Once this **conciliation agreement** has been signed, it has the same value as a decision rendered during a hearing before the Tribunal. All parties concerned must abide by the terms of the agreement.

The agreement may be complete or partial. A **total** agreement means that you have obtained an agreement that is satisfactory to you. Your recourse with the TAQ ends at this point.

In the case of a **partial** agreement, there has been agreement on some points in your file, but not all. Your recourse will continue at a hearing before the Tribunal so that a decision can be made on the aspects of your file that were not settled during conciliation.

If there is **no** agreement, the Tribunal will summon you to a hearing.



If the conciliation does not result in an agreement, will the same administrative judge preside at the hearing?

No. In order to ensure the confidentiality of the conciliation process, the judge who acted as conciliator during the conciliation may not preside at the hearing.

Note

To learn more about conciliation, watch the information video on the TAQ website called *Conciliation - An interesting possibility*.



Preparing for the Hearing

If there was no conciliation involved in your file, or if your conciliation was not successful, the TAQ will summon you to a hearing. You will surely have countless questions about the hearing: How can I present my arguments effectively? What kind of evidence and/or documents do I need to submit? Who can help me if my file is complicated or if the process is so incredibly stressful that I feel like abandoning the whole thing? This chapter provides some answers to those questions.



Thoroughly preparing my file

What do I have to demonstrate or prove to the Tribunal?

You must present to the judges your reasons for requesting a review of the decision rendered by IVAC's *Bureau de la révision administrative* (BRA). For example, the BRA:

- ▶ failed to correctly evaluate the seriousness of your consequences, a decision which is depriving you of benefits you should be entitled to
- ▶ failed to provide you with the assistance you need to return to work
- ▶ wrongly refused to recognize your status as victim
- ▶ failed to take into consideration the reasons why your application for qualification was received after the deadline.

Simply expressing your disagreement or dissatisfaction is not enough. In order to defend your point of view, your arguments must be based on facts and concrete examples that could alter the decision. You need to think about what exactly you want to show the judges and how you are going to do it.

It is very important that you focus on the dispute, i.e., the decision being contested. Are there any facts, elements or information that you feel were ignored or not sufficiently taken into consideration? Why should they be brought to the attention of the Tribunal? What makes them useful and relevant to your case?

Use the elements of the BRA's decision that you do not agree with to structure your preparation. Think about what arguments you could use that would support your position.

During the hearing, the judges will also want to know what your expectations are regarding the decision they will render. For example, do you want the Tribunal to recognize:

- ▶ the disabilities you have been living with since the criminal act?
- ▶ the importance of your receiving support and services to be able to return to work?
- ▶ your need for more appointments with a health professional?

This is much more than just a simple formality; don't expect to be able to answer these questions in just a few minutes. You will need to take time to think about your response, consult an expert or ask for help prior to the hearing. Be very thorough and don't wait until the last minute.

This is a demanding exercise that might also cause you to relive painful events and emotions that you would rather forget. Do not hesitate to contact an assistance resource for support. [Click here](#) for a list of resources.

Asserting your rights is not easy. You will need a great deal of courage and perseverance to navigate these proceedings. Have confidence in yourself, but don't try to do everything on your own.



Ask people you trust—a relative or counsellor—to help you prepare for your hearing. They will be able to help you focus on exactly you want to ask of the Tribunal, prepare your testimony, gather your documentary evidence and formulate your arguments.

practical advice

What kind of evidence may I submit to the Tribunal?

To support your testimony, you will have to provide pertinent evidence that will inform the Tribunal and advance your case. Evidence can be in any of the following forms:

- ▶ documents (such as medical certificates, invoices, reports from health professionals, emails, correspondence with IVAC, photographs and videos)
- ▶ your testimony (including facts, disabilities resulting from the crime, steps taken)
- ▶ testimony from a person who can confirm or reinforce your version of the facts
- ▶ the opinion of an expert (in the form of a report submitted to the Tribunal).

Here are two examples:

1. To show that your physical or psychological injuries were inadequately evaluated by IVAC's *Bureau de la révision administrative*, you could:
 - use facts and concrete examples to show the judges how the crime has affected your physical and/or psychological health. For example: list things you are no longer able to do in your daily activities, your work or recreational activities or how your relationships with your loved ones or colleagues has been affected. In short, anything that shows how your life has changed since the crime
 - submit a report from your attending physician, psychologist or any other professional you have consulted for help
 - ask witnesses to testify in support of the facts you have presented to the Tribunal
 - ask an expert for an opinion if your case is complex and if your financial resources allow you to do so. To find out more, see the section *Calling on expert witnesses* on page 46.
2. To explain to the judges why you were unable to submit your application for qualification to IVAC on time, you could:
 - give reasons why it was impossible for you to submit your application before the deadline. For example: you had health problems, you had to care for a loved one with a critical illness, you were mourning the death of a loved one or were in a state of depression
 - support your statements by providing a medical certificate or a report from someone who provided you with support
 - ask witnesses to testify in support of the facts and reasons you have presented.



I've heard of something called "case law" (*la jurisprudence* in French). Could that be helpful in my case?

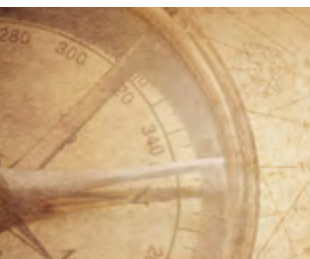
Laws are often silent or somewhat obscure regarding certain aspects of their application to specific cases. They can be interpreted in different ways. When rendering their decisions, judges clarify the meaning of these laws.

"Case law" is the compilation of judicial decisions and judgements rendered in a certain area of the law (before a court of justice or an administrative tribunal, like the TAQ). It helps to understand how the judges analyzed the facts, interpreted the law and came to their decisions. These judgements are used for later reference in similar cases on which the courts must make a decision.

The TAQ has rendered decisions on many cases of victims who contested the decisions of IVAC’s *Bureau de la révision administrative*, some of which could be useful in reinforcing and justifying your arguments. It is very important, however, to identify the judgements whose facts and points in dispute are similar to your case in which the Tribunal’s decision was favourable.

Finding the case law that applies to your particular situation can be a daunting task, particularly for non-lawyers. If you are representing yourself or are being represented by someone who is not a lawyer, you might find it easier to consult cases in databases on online platforms that provide access to past cases. By using keywords (like “IVAC,” for example) you will be able to locate decisions that support your case. Search engines are available on the following websites:

- ▶ [Canadian Legal Information Institute \(CanLII\)](#)
- ▶ [Société québécoise d’information juridique \(SOQUIJ\)](#)



Consulting prior cases can be useful, but it isn’t compulsory. If you decide to go that route, it is strongly recommended that you enlist the services of an organization that provides legal information to assist you with your search. [Click here](#) for a list of legal resources.

practical advice

Note

Be aware that the person delegated to represent the *Ministre de la Justice* may also refer to decisions drawn from case law to support their position.



Summoning witnesses


Is it a good idea to summon witnesses?

You may request that one or more persons attend the hearing at the Tribunal as a witness to help you prove your case. Witnesses may include a member of your family, a friend or a counsellor.

The role of the witness is to support your position by presenting facts and examples that have bearing on your case. They can tell the judge what they have seen, done or heard. It is not the number of witnesses that counts, but the relevance of their testimony.

Although it is not essential to call on witnesses, their testimony may help you to better explain to the Tribunal your reasons for contesting a decision by IVAC's *Bureau de la révision administrative*. It is important to choose witnesses whose testimony will provide concrete support for your arguments. Otherwise, it can slow down proceedings, or even work against you if the person testifying in your favour is insufficiently familiar with your situation or doesn't understand exactly what you are contesting or what you expect from the TAQ.

If, after careful reflection, you decide to present witnesses, think about what questions you will ask them. Make sure their answers will be understandable and relevant to your case. Work together to prepare their testimony and, several days before the hearing, practise your questions and answers that will come up during the hearing. Your witnesses need to know exactly what to expect and to prepare themselves accordingly. And so do you!



We recommend that you ask your witnesses open-ended questions, rather than simple yes-or-no questions. For example:

A yes-or-no question like “Did you find that my behaviour changed after the crime?” leaves no room for elaboration.

However, an open-ended question like “How would you describe my behaviour after the crime?” would allow a friend who supported you after the crime to provide more details.

practical advice

Calling on expert witnesses

What is the role of an expert witness?

An expert is a specialist whom you can ask for a professional opinion or an opinion on a specific subject related to their area of expertise. They are required to submit their opinion in the form of an expert witness report that will be sent to the Tribunal and the representative of the *Ministre de la Justice*.

For example, in the context of a contestation of a decision rendered by IVAC's *Bureau de la révision administrative*, an expert could be asked to explain your psychological state, physical condition, or the symptoms and consequences of the violence you suffered. You could also ask the same expert to provide an assessment of your resulting disabilities and after-effects—permanent or otherwise.

The expert's role is to provide an objective clarification of the facts to assist the judges in making their decision. The Tribunal is not bound by the conclusions of an expert report, however; it is given the same weight as all other evidence submitted.

You are not obligated to present an expert report to the Tribunal unless your case is complex. Consult a lawyer to find out if you need an expert report before getting involved in the process.

Who is considered to be an expert?

An expert must be a member of a professional order, i.e., a physician—general practitioner or specialist (psychiatrist, orthopedic surgeon, etc.)—or other health professional (physiotherapist, occupational therapist, etc.). Psychologists are also considered experts.

The expert must have the necessary knowledge, skills and recognized professional experience to evaluate the situation and answer any questions they are asked related to their area of expertise.

Before you request an expert opinion from a professional, it is important that you understand that you must not have had any prior connection with them; you must not have obtained treatment or had a therapeutic relationship with them. For example, you cannot ask your personal psychologist or doctor to provide an expert opinion on your case.



How do I find an expert?

Although the lawyer representing you will be able to provide you with the name of an expert who is qualified to help you with your case, it is up to you to decide whom you wish to consult based on your needs, the services they offer and the cost.

If you are representing yourself or are being represented by a non-lawyer, you will have to do your own research.

It is not easy to find an expert. Be aware that you may have to deal with a complicated process to find and contact a specialist, a lengthy delay in obtaining their services and their report, as well as significant costs.



Do I have to pay for the services of an expert?

Yes. Whether they testify or prepare a report, experts charge professional fees that you will be required to pay (and that can be quite high in certain cases).

Since October 13, 2021, however, if you present a **written medical opinion** to support your contestation and it is accepted by the TAQ, you may be reimbursed for a portion of the costs if the opinion was prepared by one of the following medical experts:

- ▶ a general practitioner or specialist
- ▶ an internist, neurologist or neurosurgeon
- ▶ a psychiatrist.

To obtain your reimbursement, you must send the invoice to IVAC, being sure to indicate your file number.

What should I do if the expert's opinion is not in my favour?

An expert must be neutral and objective. That means that even if you pay for their report, it might not support your point of view or be in your favour. If that happens, you are not required to present it to the Tribunal. If you have already informed the Tribunal that you are intending to request an expert opinion, you must inform the judge at the hearing that you have decided not to submit it.

Preparing for the hearing – A few tips

1. Read the administrative file you receive from IVAC carefully.

If your administrative file is very large, focus on the parts that are related to the decision rendered by the *Bureau de la révision administrative* that you are contesting. Don't hesitate to use sticky notes to help you later locate the information you need more quickly. Remember to bring your administrative file to the hearing.

2. Classify and number your documents in the order in which you want to present them.

This will make it easier to quickly locate the one you want during the hearing.


3. Prepare a checklist.

Since you will surely be quite nervous at the hearing, you will find it helpful to be able to refer to a checklist to make sure you haven't forgotten anything you wanted to say to the judges.

Don't leave this until the last minute! As soon as you have a new idea you want to present, add it to your list, including:

- *your reasons for contesting the decision.* Identify specific elements that were not taken into account in the decision you are contesting
- *your requests.* It is very important that the judges clearly understand what you are expecting to achieve through the hearing
- *your arguments.* During the hearing, you must be able to show the judges how your evidence supports your arguments.

Box
5



TAQ hearings are open to the public. If you are able to attend a few other hearings, it will give you an opportunity to understand the process, which will help you to be better prepared and feel less nervous on the day of your own hearing. Contact the TAQ to find out about upcoming hearings and how to attend them.

practical advice



Note

To find out more, watch the video capsule on the TAQ website called:

Preparation: To make the process easier for you.



The Hearing

After a long and complicated preparation and more than a little stress and anxiety, the time has finally come for the actual hearing, which is the deciding moment in the TAQ proceedings. This is your opportunity to convince the judges of the validity of your point of view, your evidence and your arguments for contesting the IVAC decision. This chapter contains the answers to many of the questions you're probably asking yourself, which will provide some much-needed reassurance.



Notice of hearing

How will I be informed of the hearing?

You will receive a letter in the mail or by email informing you of the date, time and location of the hearing. If the hearing is to be held remotely via videoconference (video-hearing), you will also receive the necessary link.

Each of these forms of communication has its advantages and disadvantages. From your point of view, a video-hearing might be the best option if you would prefer to testify in a setting that is familiar to you or if you live far from a major centre and would rather avoid the long trip to a TAQ courtroom. On the other hand, if you are not comfortable with new technologies, you may prefer to attend the hearing in person.

If you have preference for either an in-person hearing or video-hearing, inform the TAQ of your needs. The Tribunal will do its utmost to accommodate you.

practical advice

To make the best use of the time allotted for the hearing, in the notice of hearing, the TAQ will ask you to specify certain details, including:

- ▶ the number of witnesses you intend to call, as applicable
- ▶ the name of your interpreter, as applicable
- ▶ a telephone number where you can be reached during the hearing in case of technical problems (for a video-hearing)
- ▶ what you are hoping to achieve or obtain.



It is important that the TAQ be able to reach you by telephone at any time, especially if you are late for the hearing or in the event of technical problems during a video-hearing. Make sure the telephone number you have given the TAQ is the one where you can be reached on the day of the hearing.

practical advice

May I request that the hearing be postponed?

If you are unable to be present on the date and time indicated on the notice of hearing, you may submit a request to the TAQ in writing or by email **as quickly as possible, and at least 45 days prior to the hearing**, asking that the date be changed. You must provide a reason why you are unable to attend on the scheduled date.

If you submit your request **after** the 45-day deadline, your reasons must be serious. For example:

- ▶ you have an appointment for medical treatments
- ▶ the lawyer or non-lawyer who was representing you is no longer able to represent you
- ▶ you have been seriously injured in an automobile accident
- ▶ your child is seriously ill and in hospital
- ▶ there has been a death in your family.

If possible, submit documents that support your reasons, such as a doctor's note or an obituary.

Following receipt of your request, the judges may agree or refuse to postpone the date of the hearing based on their evaluation of your file, including:

- ▶ the nature of your file and legislative time limits
- ▶ the complexity of your case
- ▶ the importance of your reasons
- ▶ any postponements already granted in connection with your case.

If your request for postponement is refused, you must be present at the hearing. Otherwise, the Tribunal will render a decision in your absence.

If you fail to receive a response from the Tribunal, do not hesitate to contact the TAQ to find out the status of your request.

Be sure to send the representative of the *Ministre de la Justice* a copy of the letter or email you intend to send to the TAQ to request a postponement.

practical advice

What are the deadlines for submitting evidence to the Tribunal prior to the hearing?

Deadlines for submitting evidence to the Tribunal and the representative of the *Ministre de la Justice* are as follows:

- ▶ **At least 15 days before the hearing:**
 - a copy of all the documents included in your evidence (documentary evidence)
 - the list of witnesses, as applicable.
- ▶ **At least 30 days before the hearing:**
 - a copy of your expert reports, as applicable
 - a copy of any technology-based documents, such as emails, videos or recordings, as applicable.

If you have new documents to submit after the deadlines, send them to the TAQ and the representative of the *Ministre de la Justice* as quickly as possible. It will be up to the hearing judges to decide whether or not to accept them.

Note

Documents may be submitted online ([click here](#) to see how). You may also mail them or drop them off at a TAQ office (addresses are provided in [Appendix 1](#) on page 63).



The day of the hearing

What should I bring to the hearing?

Whether the hearing is being held in a courtroom at the Tribunal or by videoconference (video-hearing), you will need:

- ▶ paper and pencil to make a note of the questions you want to ask the witnesses called by the representative of the *Ministre de la Justice*, or what you want to say to the judges when it is your turn to speak.
- ▶ all the documents included in your evidence. If your hearing is in person and your documents are on your computer, you may bring it into the courtroom with you.
- ▶ your **administrative file** and your **checklist**.

What are the rules of conduct at the hearing?

Whether the hearing is in person or via videoconference, everyone in attendance—you, the representative of the *Ministre de la Justice*, the witnesses and anyone accompanying you—is required to respect certain rules of conduct. Everyone present must:

- ▶ be courteous and respectful of all those present
- ▶ address the judges as “Mr. Justice” or “Madam Justice” and the lawyer representing the *Ministre de la Justice* as “Maître”
- ▶ dress appropriately: conservative clothes without any provocative images or slogans; no hats, tuques, baseball caps or glasses on head
- ▶ refrain from eating or drinking anything but water
- ▶ turn off their telephones and watch alarms.



Am I permitted to have someone accompany me to the hearing?

Yes. It is actually a very good idea to have someone you trust attend the hearing with you. The Tribunal is not a familiar environment, and you will be dealing with some significant challenges. Some moral support could make all the difference if, for example, you are afraid that you won’t be able to manage your stress, or are worried about your testimony or the questions that you will be asked in cross-examination. A familiar presence may be very comforting and reassuring.

Throughout the proceedings, surround yourself with people who clearly understand why you are appearing before the TAQ, are attentive to your needs and concerned about your well-being. These could be members of your family, colleagues from work or a counsellor who has provided you with support in connection with other issues.

Note

The hearings are open to the public, which means that anyone is free to attend in person or via videoconference.



Tips for avoiding last-minute problems prior to the hearing

- ▶ Arrive at the Tribunal early enough to have time to find the courtroom where your hearing or video-hearing is taking place.
- ▶ If you are attending your hearing at home via videoconference, make sure you won't have any connection problems. Have the TAQ's phone number on hand in the event you are unable to establish a connection.
- ▶ A few days before your hearing, make sure your witnesses and the persons accompanying you will be on time.
- ▶ Whether your hearing is in person or via videoconference, it is important that you have someone you trust looking after your children during your absence.
- ▶ If you need to travel to get to your hearing, be aware that it is difficult to know at exactly what time it will be finished. Make your travel/transport plans accordingly, particularly if you use adapted transport.

Box
6

Conduct of the hearing

How is the hearing conducted?

The hearing is in four parts:


1. Beginning of the hearing

When IVAC decisions are being contested, recourses are heard by one or two judges, depending on the nature of the dispute. If there are two judges, the one presiding over the hearing will be a lawyer or notary; the other will be a physician.

The presiding judge introduces the participants in the hearing: the second judge, the representative delegated by the *Ministre de la Justice*, you and the person representing you (if you have a representative). Then, after the presiding judge has sworn you in, they will ask you to give your reason(s) for your presence at the Tribunal.


Note

Certain specific requests may be made before the Tribunal at the beginning of the hearing. For example, there may be a request to accept new evidence recently obtained or that a new witness be heard. It is up to the judges to accept or refuse such a request. It is preferable, however, to avoid such situations.

If you are representing yourself at the hearing, the TAQ judges have a duty to render aid towards you, which means that they are required to answer your questions and provide you with information and explanations during the proceedings. They must, however, remain neutral and impartial: you will not be given any legal advice, nor will you be told how to defend your case. If you do not have a lawyer representing you, do not hesitate to ask the judges to explain any point of procedure you do not understand.

practical advice

2. Presentation of evidence

As the applicant, you will be the first to present your evidence.

You will be required to testify, present your documentary evidence (expert report, medical certificate, etc.) and question your witnesses, if you have any. The judges may also ask you and witnesses questions in order to better understand your point of view.

When you have finished presenting your evidence, the representative of the *Ministre de la Justice* will present theirs and question their witnesses, if any. It is rare, however, for the representative to call on witnesses.

If you do not agree with the testimony of a witness presented by the representative of the *Ministre de la Justice*, take notes. You will have the opportunity to ask your questions during the cross-examination.

3. Cross-examination

It is at this point in the proceedings that you can question the witnesses called by the representative of the *Ministre de la Justice*, if any. After you have asked your questions, it will be the representative's turn to ask you questions in order to draw out any weak points in your evidence or point out contradictions. They may, for example, question you about your medical condition prior to the criminal act and claim that your depression was caused by an earlier traumatic event, such as a divorce. These questions may upset you or throw you off balance, but try to remain calm and in control of your emotions.

Tips for effective testifying

During your testimony and cross-examination, you will be required to answer questions asked by the judges and the representative of the *Ministre de la Justice*.

Box 7

- ▶ **Be honest and sincere.** The Tribunal expects witnesses to state the facts and what they remember frankly and openly.
- ▶ **Do not make assumptions or try to guess the “right” answer.** If you don’t know the answer or can’t remember a specific fact, just say so without hesitation.
- ▶ **If you don’t understand the question,** ask the questioner to simplify, clarify or reformulate it.
- ▶ **If you have made a mistake** (by providing incorrect or imprecise information, for example), it is recommended that you correct it.
- ▶ **Stick to the facts. Provide information that is pertinent to the matter at hand.** Avoid losing yourself (and everyone else) in a lengthy, unnecessarily detailed response.
- ▶ **Do not argue with the judges.** Just answer their questions, which are intended to help them better understand the various aspects of your case.
- ▶ **Do not interrupt the judges, the representative of the *Ministère de la Justice* or the witnesses.** If you think of something you want to say, make a note of it. You will have the opportunity to express it when it is your turn to speak.
- ▶ **Remain calm,** even if certain questions annoy you, make you angry or appear to cast doubt on your evidence.
- ▶ **Ask the Tribunal’s permission for a break** if you are having trouble controlling your reactions and emotions.

4. Presentation of arguments

After both parties have presented their evidence, they are given an opportunity to summarize their arguments before the judges. This is when you can plead your case. To convince the Tribunal of the validity of your point of view, you must provide reasons why your request should be accepted, based on the evidence you have presented.

To support your arguments, you may cite case law (see the question *I’ve heard of something called “case law.” Could that be helpful in my case?* on page 44). If the person delegated by the *Ministre de la Justice* does the same, it will generally be submitted to you at the time of the hearing. In such cases, you may ask the Tribunal to grant you additional time to study them. They may also be mailed to you.

After you have presented your arguments, the representative of the *Ministre de la Justice* will have the opportunity to submit theirs. Their objective will be to persuade the judges of the accuracy of their analysis and conclusions.

Be prepared to hear a version of the case that is quite different from yours. The other party's arguments may arouse anger or other difficult emotions. If you are aware of this possibility in advance, you will be better equipped to hear the arguments presented by the other side.

practical advice

The decision of the Tribunal

What decision may be rendered at the conclusion of the hearing?

The judges do not generally render their decision at the end of the hearing. The file will be taken under advisement, which means that each of the parties' evidence and arguments will be carefully examined by the judges and discussed among them before a decision is made. The judges have **three months** to render a decision, which you will receive by mail in the form of a judgement.

There are two types of decision the Tribunal can render:

- ▶ **grant your application in full or in part:** in other words, decide in your favour either in full or in part
- ▶ **reject your application:** in other words, decide in IVAC's favour.

The TAQ will also send the judges' decision to IVAC and to the representative of the *Ministre de la Justice*.

If the Tribunal decides entirely or partially in your favour, **IVAC is responsible for implementing that decision.**

Note

The TAQ is bound by the elements of the decision being contested before it. For example, if you are contesting a decision that did not recognize the link between a specific diagnosis and the crime committed against you, the Tribunal will be limited solely to that point. Even if it recognizes the diagnosis, it is not authorized to grant any compensation based on that recognition.



What happens if there is a typographical or calculation error in the decision?

If you notice a material error in the decision rendered by the Tribunal (the judgement), you may ask the TAQ to correct or rectify the error. In this case, “material error” pertains to any typographical or calculation mistake that is false or misleading. If, for example, your name has been spelled incorrectly or a certain percentage or amount is inaccurate, you may write or email the Tribunal to request that the error be corrected. Indicate your file number and clearly explain the nature of the error you have detected. The Tribunal will correct the error if it considers it to be necessary.

Note

To learn more, watch the information video called *The hearing – An overview* on the TAQ website.



Contesting a Decision of the *Tribunal administratif du Québec*

If you consider the decision rendered by the TAQ to be unfair, you have recourse. It is important to understand, however, that you cannot contest the Tribunal's decision simply because you don't agree with it. This chapter explains when it is possible to contest a decision rendered by the TAQ.



Under what circumstances is it possible to contest a decision by the TAQ?

The TAQ has the power to review (modify) or revoke (cancel) its own decisions. The criteria for asking the Tribunal to review or revoke its decision are strict and provided under law, however, as follows:

- ▶ **You were unable to attend the hearing for a legitimate reason** (if you received the notice of hearing after it was held, for example).
- ▶ After the hearing, you discover **new information** or a **new fact** that you could not have known before the hearing and that could have altered the decision in your favour.
- ▶ There was a **substantive defect**, i.e.:
 - a factual error (related to important information that the judges did not take into account in their decision, for example)
 - a legal error (failure to respect a provision of the law, for example).

This error must be serious, obvious and decisive enough to invalidate the judges' decision.

- ▶ There was a **procedural defect**: a procedure used was not in compliance with the law (if you did not receive a notice of hearing because of an error on the part of the TAQ, for example).



What is the deadline for submitting an application for review or revocation?

You have **60 days** after you receive the TAQ's decision in the mail to submit a request for review or revocation.

How do I request a review or revocation?

If you decide to submit an application for review or revocation, you will have to complete another Motion Instituting Proceedings (see the chapter *Application for contestation before the Tribunal administratif du Québec* on page 26). Clearly identify the decision in question and the reasons for your request. The TAQ will forward your request to the representative of the *Ministre de la Justice*, who will have 30 days to reply, if they wish.

The Tribunal will evaluate your request by re-examining the file and then inform you of their decision. You will not be required to testify.

It will take a few months to receive a response from the Tribunal if their decision is based solely on a re-examination of the file. It will take longer if the Tribunal calls you to a hearing in order to hear your arguments. No new evidence may be presented.



What is a judicial review?

A decision rendered by the TAQ is generally final and without the right of appeal, which means that it cannot be contested before a higher court. In certain exceptional cases, however, a proceeding for judicial review is possible before the *Cour supérieure du Québec*. It is strongly recommended that you consult a lawyer before undertaking such a recourse.

Filing a Complaint Against a Judge of the *Tribunal administratif du Québec*

If you consider that the hearing judge displayed inappropriate conduct or made mistakes in the processing of your file, you have the possibility of filing a complaint. This chapter explains why and how this can be done.



Why would I file a complaint against a judge?

A complaint may be submitted to the *Conseil de la justice administrative du Québec* to report a judge's inappropriate behaviour towards any of the parties or an inadequate processing of the case.

Reasons for submitting a complaint include:

- ▶ abuse of power in the conduct of a hearing (refusing or granting a postponement without valid reason, for example)
- ▶ an inappropriate length of time required to render a decision
- ▶ a conversation with one of the parties in the absence of the other
- ▶ failure to their duty to render aid.



Is there a deadline for filing a complaint?

No. A complaint may be filed at any time.



What information needs to be included in the complaint?

The complaint must be in writing and include the following information:

- ▶ A brief description of the wrongdoing of which you are accusing the judge.
- ▶ Your name and contact information (mailing address, telephone number and email address).
- ▶ The name of the judge against whom the complaint is being submitted.
- ▶ The name of the tribunal (the *Tribunal administratif du Québec*).
- ▶ Your TAQ file number.
- ▶ The date or period when the wrongdoing occurred.

How do I file a complaint?

Complaints may be filed in one of the following ways:



[Online complaint form](#)



plaintes@cja.gouv.qc.ca



418-528-8471



575, rue Jacques-Parizeau, Bureau 4.30, Québec (Québec) G1R 2G4

Contact the *Conseil* to obtain information on filing your complaint if you require assistance:



418-644-6279



1-888-848-2581 (toll-free)

How will my complaint be processed?

The complaint will first be examined by a committee to determine whether it is admissible. If so, an inquiry committee will be created, which will summon you to a hearing with the judge in question. You may engage the services of a lawyer if you wish.

Following the investigation, you will receive the committee's decision in the form of a report ruling whether the complaint is founded or not. If it is well-founded, the report will indicate the sanction imposed on the judge. Possible sanctions include:

- ▶ a reprimand or warning
- ▶ suspension
- ▶ removal or dismissal.

Note

To learn more about filing a complaint against a judge, [click here](#).



Appendices



Appendix 1

Contact information for the *Tribunal administratif du Québec*

✉ tribunal.administratif@taq.gouv.qc.ca



<https://www.taq.gouv.qc.ca/en>

City of Québec

Tribunal administratif du Québec

Secretariat

575, rue Jacques-Parizeau

Québec (Québec)

G1R 5R4



418-643-3418



418-643-5335

Montréal

Tribunal administratif du Québec

Secretariat

500, boulevard René-Lévesque Ouest, 21^e étage

Montréal (Québec)

H2Z 1W7



514-873-7154



514-873-8288

Anywhere in Québec



1-800-567-0278 (toll-free)

Appendix 2

Preliminary hour-long consultation at a reduced rate offered by lawyers who are members of the *Barreau du Québec* in your region

If you live on the island of Montréal:



514-866-2490



reference@barreaudemontreal.qc.ca



www.barreaudemontreal.qc.ca/en

The cost of the first 60 minutes of consultation is \$60.

If you live in the Longueuil area:



450-468-2609



info@barreaudelongueuil.qc.ca



www.referencebarreaulongueuil.ca/en

The cost of the first 30 minutes of consultation is \$50.

If you live in the Québec City, Beauce or Montmagny region:



418-529-0301, ext. 21



barreaudequebec.ca (in French only)

The cost of the first 60 minutes of consultation is \$60.

Appendix 3

Contact information for IVAC

Direction générale de l'indemnisation des victimes d'actes criminels (IVAC)

1199, rue De Bleury
C. P. 6056, succursale Centre-ville
Montréal (Québec)
H3C 4E1



Toll-free in Canada: 1-800-561-4822

Montréal region: 514-906-3019



Toll-free in Canada: 1-888-927-0003

Montréal region: 514-906-3029



www.ivac.qc.ca/en

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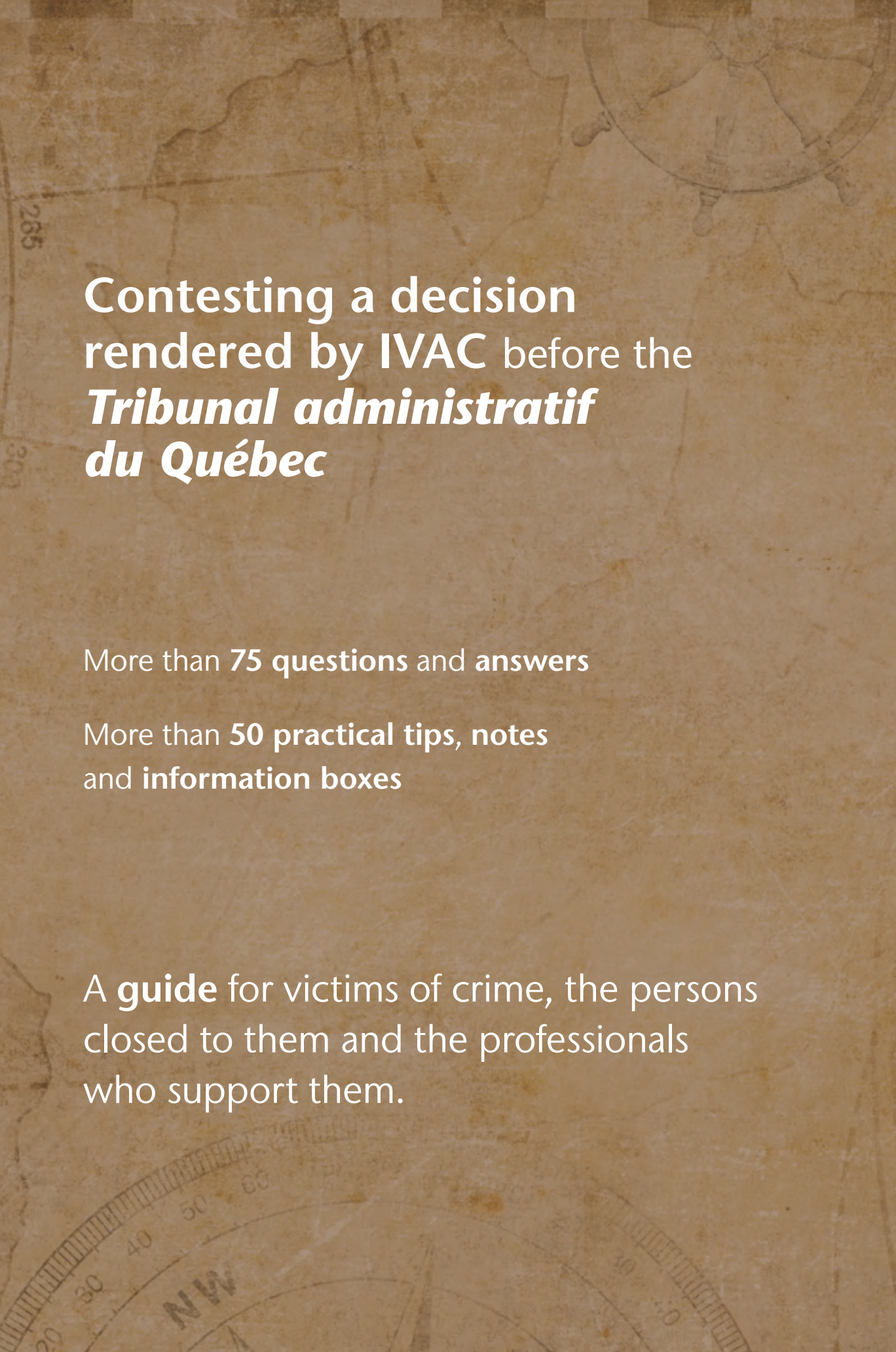
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Contesting a decision rendered by IVAC before the *Tribunal administratif du Québec*

More than **75 questions and answers**

More than **50 practical tips, notes
and information boxes**

A **guide** for victims of crime, the persons
closed to them and the professionals
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