

# Victim Services Statement



Adopted July 14, 2022

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## 1. Preamble

This service statement results from an obligation under the [Act to assist persons who are victims of criminal offences and to facilitate their recovery](#), which came into force on October 13, 2021.

This service statement presents the services we offer to victims, our commitments to victims, and our quality standards, as well as our procedure for receiving and examining complaints from victims.

## 2. Our mission

Trajet is a community organization dedicated to the development and implementation of alternative justice practices in Montreal. Our interventions promote community management of conflicts.

## 3. Our services for victims

Under the Youth Criminal Justice Act (YCJA)

Trajet offers the following services for victims:

### a. Victim consultations

Our victim consultations have several objectives. These include keeping the victim informed of the progress of their complaint, gathering their point of view on the consequences of the event and whether reparations make sense for them, transmitting the information to the youth worker at the CISSS/CIUSSS, and informing the victim of the outcome of the young offender's case if desired.

### b. Reparative measures for victims

*(See Appendix 1 for detailed descriptions)*

- Mediation (direct or indirect)
- Financial compensation
- Work for the victim
- Restitution
- Letter of apology

### c. Referrals

Our alternative justice organization (OJA) directs victims to appropriate resources based on their needs.

## 4. Our commitment to quality service

Our OJA is committed to offering accessible, confidential services. We ensure that victims are:

- ❖ Kept informed
- ❖ Heard
- ❖ Respected
- ❖ Acknowledged
- ❖ Treated with dignity

## 5. Complaint processing procedure

We at Trajet endeavour to provide victims with respectful and confidential services. Should a victim ever feel that our organization or someone in our organization has not lived up to our commitments to them, they may file a complaint.

### **a. The person responsible for receiving complaints**

The persons occupying the positions of Coordinator and of President of the board of directors are in charge of receiving complaints.

### **b. How to file a complaint**

A victim who wants to file a complaint with our organization can do so using the designated form, which is available on our website. You can also request it be sent to you via email or mail.

Completed forms can be returned to us by mail, fax, email, or handed in directly to our reception.

### **c. Victims' right to be informed of the outcome of their complaint**

The person responsible for complaints shall inform the victim of the outcome of their complaint. The decision will be communicated in writing.

### **d. Complaint processing time**

Our organization undertakes to process your complaint within 30 working days of its reception.

## 6. Contact information and hours

Trajet  
3566 rue Bélanger  
Montréal, Québec H1X 1A7  
Tel: 514-521-2000 Fax: 514-521-1166 email: info@trajetoja.org

### **Labour Day (early September) to Saint-Jean-Baptiste Day (June 24)**

Monday to Wednesday, 9:00 a.m. to 6:00 p.m.  
Thursday to Friday, 9:00 a.m. to 5:00 p.m.

### **Saint-Jean-Baptiste Day (June 24) to Labour Day (early September)**

Monday to Friday, 9:00 a.m. to 5:00 p.m.

## 7. Date of adoption revised

Revised: March 28, 2023

Signed: \_\_\_\_\_

## Appendix 1

### **Reparative measures for victims:<sup>1</sup>**

Reparations to the victim must respect the victim's wishes. They must also take into account the young person's abilities, as well as the limitations of the YCJA. Reparations can take the following forms.

#### **a. Mediation**

A mediation process establishes a dialogue between the victim and the young person with the goal of reaching an agreement between both parties on suitable reparations for the harm caused by the offence. Mediation may be direct or indirect. Discussions may take place through various means of communication.

OJAs are responsible for organizing, conducting, and supervising mediations.

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<sup>1</sup> Adapted from *L'application de la Loi sur le système de justice pénale pour les adolescents dans les centres intégrés qui offrent des services de protection et de réadaptation pour les jeunes en difficulté d'adaptation*, Fiche 3.3  
<https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwifudPQuvj3AhV3iYkEHXrWCYIQFoECAYQAQ&url=https%3A%2F%2Fpublications.msss.gouv.qc.ca%2Fmsss%2Ffichiers%2Ffsjpa%2Fsection3-3.pdf&usq=AOvVaw1r1N4HrwgO8zdVoNfEISp3> (Accessed May 23, 2022)

**b. Financial compensation**

With financial compensation, the young person makes a financial payment to the victim to compensate them for harm caused. Such compensation must be proportionate to the young person's ability to pay and the damages suffered by the victim. The OJA oversees financial compensation measures and is responsible for contacting the parties involved in the process and for overseeing the payment.

**c. Work for the victim**

This measure involves the young person working a certain number of hours for the benefit of the victim. The work must be feasible for the young person. This type of compensation must take into account the young person's ability as well as the harm caused to the victim.

The OJA is responsible for guiding the two parties through the measure. This may include establishing a schedule, organizing meetings between both parties, following up on the execution of the measure, and drafting the final report.

**d. Restitution**

Restitution involves the return of property to the victim. The OJA is responsible for supervising and guiding both parties through this reparative measure.

**e. Verbal or written apology**

With this measure, the young person offers an apology to the victim for the harm caused. The goal is to help the victim understand the motives behind their victimization and for the victim to receive a thoughtful apology from the young person. The OJA is responsible for guiding and supporting the young person in this measure (preparing for the apology, reflection, writing support). The organization also acts as an intermediary for the victim in transmitting the young person's apology.

**f. Any other measure** the victim desires that addresses the harm caused, is proportionate to the seriousness of the offense, and that the young person agrees to commit to.