



DECLARATION OF SERVICES TO VICTIMS

NAME OF THE ORGANIZATION

Juripop

OUR MISSION

Our mission is to ensure access to justice in order to uphold respect, autonomy, and dignity for individuals and to contribute to the creation of a just, equal, and inclusive society.

OUR VALUES

- Courage
- Compassion
- Agility
- Inclusion
- Creativity

SERVICES OFFERED TO VICTIMS

All individuals who are victims of sexual violence, intimate partner/post-separation violence, and/or workplace sexual violence or harassment may receive support free of charge or at low cost, depending on certain predefined criteria. More specifically, the following services may be offered to victims:

Legal Advice

We determine the applicable law in your situation and advise you on the available options. We can draft a legal opinion or share our opinion by phone or in person.

Representation Before the Courts

We can advocate for your rights before the courts. Representation may also include drafting legal proceedings and participating in mediation sessions or settlement conferences.

*Representation is available in the judicial districts of Montréal, Laval, and Longueuil.

Document Drafting

If your situation is not yet before the courts (no legal claim has been filed), you may still receive a demand letter or other correspondence that you wish to respond to. We analyze the correspondence you receive and can draft responses on your behalf.

Support in Negotiation and Mediation

We promote the prevention of disputes and their resolution outside the courtroom. We can help you identify a resolution method that meets your needs, prepare you for mediation sessions, or accompany you during them.

OUR COMMITMENTS TO YOU

Juripop is committed to offering respectful and compassionate services that respect each person's pace.

Juripop believes in the agency of the individuals who seek its services and is committed, at all stages of service delivery, to providing the information needed for them to make informed decisions.

Juripop is also committed to taking into account the safety concerns of the individual and ensuring that a minimum safety net is in place around them.

Juripop is dedicated to demonstrating emotional intelligence and responsiveness to the needs of each person seeking assistance.

COMPLAINT MANAGEMENT

1. The person responsible for receiving complaints

- The person responsible for handling complaints is Elyse Desjardins, Director of Legal Services.
- In her absence or unavailability, this role is fulfilled by Élodie Châteauvert, Director of Operations at Juripop.

2. Procedure for Filing a Complaint

To file a complaint, we invite you to complete the [following form](#). This process can be entirely anonymous, if desired.

3. Victim's Right to Be Informed of the Outcome

In accordance with Section 4 of the Act to assist persons who are victims of criminal offences and to facilitate their recovery, a victim has the right to be informed, notably, of any complaint handling procedures and the outcome, where applicable.

4. Complaint Processing Timeframe

A maximum period of thirty (30) days may be required to process a complaint.

CONTACT INFORMATION AND OPENING HOURS

Head Office: 2006 Plessis Street, Suite 300, Montréal, QC H2L 2Y3

Phone: 1-855-JURIPOP

Fax: (450) 845-1667

Email: info@juripop.org

Our business hours are: 9:00 a.m. to 12:00 p.m. and 1:00 p.m. to 5:00 p.m.

DATE OF ADOPTION (OR REVISION) OF THE SERVICE DECLARATION

June 26, 2025