

DÉCLARATION DE SERVICES AUX CITOYENNES ET CITOYENS

CONSEIL

DES ARTS

ET DES LETTRES

DU QUÉBEC

INVESTIR DANS L'IMAGINAIRE

DECLARATION OF SERVICES TO THE PUBLIC

CONSEIL DES ARTS ET DES LETTRES DU QUÉBEC

Updated: March 1, 2025

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This document is available in alternate formats upon request.

Cover photo

TREE: A WORLD IN ITSELF ↑

Théâtre Motus received support for the tour of its show *Tree: A World in Itself* to New York's Lincoln Center and British Columbia. The show was created for children with autism spectrum disorder and is adapted for children with intellectual disabilities or reduced mobility.

Pictured: left to right, artists Salim Hammad, Paola Huitrón and Hugo Monroy Najera

Photo: Sylvie-Ann Paré

MISSION AND CLIENTELE

With a view to equitable, sustainable artistic development, the Conseil des arts et des lettres du Québec (CALQ) supports creation, experimentation, and production in the arts and literature in all regions of Québec and promotes dissemination in Québec, Canada, and abroad.

The CALQ offers financial support through its aid programs in forms adapted to the fields that make up its mission:

- grant programs for non-profit cultural organizations;
- grant programs for professional artists;
- recognition of excellence through prizes and honours.

In accordance with its mission, the services offered by the CALQ are intended primarily for professional artists (including writers and architects), independent curators, non-profit arts organizations, professional artists associations, national groups and service organizations engaged in the following artistic disciplines:

- performing arts (dance, theatre, music, popular song and circus arts);
- media arts (digital arts, film and video);
- multidisciplinary arts;
- visual arts;
- literature, comic books and storytelling;
- arts and crafts;
- architectural research.

The place given to representatives of cultural domains on its board of directors and as part of its grant award process, along with its concerted efforts with culture, demonstrate its commitment to offering services that reflect the clientele's needs.

QUALITY OF SERVICE COMMITMENT

The organization commits to ensuring:

- respectful service;
- reliable service;
- prompt service;
- confidentiality of personal information;
- simple processes to obtain a service;
- equitable treatment in service delivery;
- access to services that reflect the needs of clientele.

The CALQ takes steps to ensure the accessibility of its documents and services to people with a disability.

COMMITMENT TO THE ORGANIZATION'S SERVICE STANDARDS

Requests for information

The CALQ offers personalized responses to requests for information made by phone, in writing, or in person.

COMMITMENT TO SERVICE STANDARDS	TARGET
Send a personalized response to requests for information sent to info@calq.gouv.qc.ca or on social media within 8 business days .	For 85% of applications

Grant applications for artists

The CALQ responds efficiently to financial aid applications submitted in writing as part of its [grant program for artists](#).

COMMITMENT TO SERVICE STANDARDS	TARGET
The CALQ confirms the applicant's eligibility within 30 days .	For 85% of applications
The CALQ confirms to the applicant the acceptance or refusal within 120 days .	For 85% of applications

Grant applications for arts organizations

The CALQ responds efficiently to financial aid applications submitted in writing as part of its [programs for arts organizations](#).

COMMITMENT TO SERVICE STANDARDS	TARGET
The CALQ confirms the applicant's eligibility within 30 days .	For 85% of applications
The CALQ confirms to the applicant the acceptance or refusal within 120 days .	For 85% of applications
<i>Mission support</i> program: The CALQ confirms to the applicant the acceptance or refusal within 180 days .	For 85% of applications

RESPONSIBILITIES, RECOURSE AND COMPLAINTS

CALQ makes every effort to offer you the highest quality service. Despite our efforts, situations may arise for which you would like to make a complaint or suggest improvements. We consider comments and complaints from the public important, because they can help improve our services.

If you believe we have fallen short on one of our commitments, you can express your dissatisfaction to the department in question and ask that it provide oral or written explanations about the situation that concerns you.

If you believe that the service you have received is still not satisfactory, you can communicate this to the secretary of the CALQ (secretaireduconseil@calq.gouv.qc.ca) who will undertake a confidential review of your complaint and reply to you with due diligence within 30 working days, in accordance with our [Complaint Management Policy](#). If additional time is required, we will inform you of the reasons for this delay.

To help us process your complaint and deliver the service to which you are entitled, we count on your cooperation to:

- clearly indicate your problem and expectations;
- provide us with the information and documents requested, within the timeframe provided;
- provide duly completed documents;
- promptly report any change that could influence the processing of your case, as well as any change to your personal contact information;
- address yourself respectfully to our employees in all communications;
- share with us your comments and suggestions to help us improve our services.

CONTACT INFORMATION AND BUSINESS HOURS

Customer Service

You can write to us at any time at info@calq.gouv.qc.ca. We also offer reception and information services in Québec City and Montréal, Monday to Friday, except for statutory holidays. Before coming to our offices, be sure to check our office hours.

Québec City office (head office)

Business hours

8:30 a.m. to 12 p.m. and 1 p.m. to 4:30 p.m.

Address:

830 Rue Saint-Joseph Est, suite 301
Québec City, Québec G1K 3C9

Telephone: 418 643-1707

Toll-free: 1 800 608-3350

Montréal office

Business hours

8:30 a.m. to 12 p.m. and 1 p.m. to 5 p.m.

Address: 1435, Rue De Bleury, suite 300
Montréal, Québec H3A 2H7

Telephone: 514 864-3350

Toll-free: 1 800 608-3350

Social media: [Facebook](#), [LinkedIn](#), [Instagram](#) and [YouTube](#)

DATE

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