

Declaration of Services to the Public



For information about the Institut de la statistique
du Québec (ISQ) and its statistical data,
please contact:

Institut de la statistique du Québec
200, chemin Sainte-Foy, 3^e étage
Québec (Québec) G1R 5T4

Telephone:
418-691-2401
1-800-463-4090 (Canada and the United States)

Website: statistique.quebec.ca

This document is only available in electronic format.

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July 2024

Our mission

The Institut de la statistique du Québec is a government organization whose mission is to provide reliable and objective statistical information on the situation of Québec as regards all aspects of Québec society for which such information is pertinent. The Institut is the central authority for the production and dissemination of statistical information for government departments and bodies, except information produced for administrative purposes. It is also responsible for the carrying out of statistical surveys of general interest (CQLR, chapter I-13.011, section 2).

The Institut's mission is also to ensure the communication, for research purposes, of information held by public bodies to researchers linked to a public body.

As a government statistical agency, the Institut represents Québec in dealings with Statistics Canada and with statistical officials from the other Canadian provinces and territories.

Our values

In addition to the [five fundamental values of the Québec public service \(PDF\)](#), the Institut also adheres to four values that guide its day-to-day actions:



Rigour



Objectivity



Innovation



Collaboration

Our products and services

The Institut's products and services reflect its commitment to developing knowledge, democratizing statistical information, and making data more easily accessible, while respecting confidentiality. Here is an overview of the many fields covered by the Institut:

Culture and médias	Demography, population and language	The economy
Education	Labour market and compensation	The environment and sustainable development
Health and well-being	Science, technology and innovation	Society and living conditions



Institut website

- Access to a wide range of statistics about Québec
- Access to many publications (bulletins, reports, reference documents, etc.)
- Helpful information for survey participants



Information and Documentation Centre

- General statistical information services
- Documentation services
- Access to the largest collection of statistics on Québec



Access to survey and administrative data

- Services that facilitate access to survey and administrative data from certain ministries and agencies
- Advisory services for scientific research (support in preparing access requests, feasibility assessment of research projects)
- Expertise in data matching and the creation of research files
- Secure data processing infrastructure

General commitments

At the Institut de la statistique du Québec, we care about each citizen and we make sure that our services are tailored to the needs of our clients, including persons with disabilities.

Welcoming environment

We commit to welcoming and addressing you with courtesy, politeness and respect in all circumstances, to make accessing our services easy, and to use precise, clear, simple language.

Expertise

We commit to offering you statistical products and services of very high professional and technical quality based on proven statistical methods.

Confidentiality

We commit to ensuring the confidentiality and protection of the information entrusted to us. Given that the confidentiality and protection of personal information are the foundation of the Institut's credibility and notoriety, multiple mechanisms have been put in place to ensure they are preserved.

Pursuant to section 25 of its founding legislation, the Institut has the obligation to protect any information obtained under this Act if disclosure would allow information to be associated with a specific person, enterprise, body or association. Under this section, not only is the direct disclosure of data from surveys, administrative files or the Institut's activities forbidden, but so is the indirect disclosure resulting from comparisons, deductions, etc.

Commitment to survey respondents

Survey respondents actively contribute to the fulfillment of the Institut's mission. We not only guarantee that their information will be kept confidential, but we also treat them with the utmost respect. Our organization constantly strives to reduce the burden of respondents—and avoid the duplication of surveys—by relying more and more on administrative data and using a variety of data collection methods.

Commitment to persons with disabilities

As specified in our Action Plan for Persons with Disabilities, we strive to identify any barriers impeding the use of our services and to determine the actions to be taken to reduce these barriers. Our organization has introduced accommodations to enable persons with disabilities to access our products and services.

Specific commitments

1 Information released on the Institut's website

▶ Target audience

General public, media, government ministries and agencies, teachers and students.

▶ Access

Website: statistique.quebec.ca

▶ Cost

Information is free, publications can be downloaded free of charge.

Commitment	Target
Meet the dissemination commitments set at the beginning of the year*	Meet 80% of commitments

* [Dissemination commitments](#) are published annually on the Institut's website in January. They include releases governed by the *Act respecting the Institut de la statistique du Québec*, scheduled publications that are expected by certain clients (e.g., *Produit intérieur brut par industrie au Québec*) and releases that stem from agreements signed with partners.

Release dates are also available via an [interactive calendar](#), which is updated on an ongoing basis.

2 Inquiries processed by the Documentation and Information Centre

▶ Target audience

General public, media, government ministries and agencies, teachers and students, researchers.

▶ Cost

General statistical information services are provided free of charge.

▶ Access

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

The Institut's rates apply for requests that require significant work (e.g., economic impact studies, geographic information and spatial analysis, customized compilations). These rates are communicated to the person making the request before undertaking the work.

- Telephone: 418-691-2401 or 1-800-463-4090
- Email: cid@stat.gouv.qc.ca
- Address: 200, chemin Sainte-Foy, 3^e étage, Québec (Québec) G1R 5T4

Commitment	Target
Confirm receipt of requests within three business days	For 100% of requests

* Whenever possible, media inquiries are answered on the same day during business hours.

3 Requests processed by the Research Data Access Services

▶ Target audience

- Researchers attached to a Québec public body as part of a work or service contract with that body (researchers in universities and colleges).
- Employees of Québec ministries and agencies conducting research for their ministry or agency.
- Physicians, dentists and pharmacists practising in a recognized health care facility.

Applicants who are not attached to a Québec public body must submit their request in collaboration with someone who meets the eligibility criteria and who is responsible for the project in Québec.

Students who want to submit an access request must be accompanied by a professor who carries out research and is associated with a recognized public body in Québec.

▶ Access

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

- Telephone: 418-691-2401 or 1-800-463-4090
- Email: sad@stat.gouv.qc.ca
- Website: statistique.quebec.ca/en/institut/services-for-researchers

The Institut provides access to research files within a highly secure environment, either at our research data access centres (CADRISQ) or via secure remote access. Access is only provided to authorized persons who have signed a confidentiality agreement.

The opening hours and full contact information of CADRISQ centres can be found on the Institut's website.

▶ Cost

Request assessment and access to technological infrastructure (CADRISQ and remote access) are provided free of charge.

Rates apply for data-matching and research file creation work.

Commitment	Target
Let new researchers know if they are eligible for our research data access services within two business days or less	For 100% of requests

* Average processing times for access requests by level of complexity are available on the Institut's website, by clicking on "The Institut", "Services for researchers", then "Governance".

4 Complaints handling

▶ Target audience

General public, survey participants, media, government ministries and agencies, researchers, teachers and students.

▶ Access

To file a complaint, please use [this form](#) on the Institut's website and select "Formuler une plainte" from the field "Type de demande".

We also accept complaints sent by email to cid@stat.gouv.qc.ca.

Commitment	Target
Handle complaints within 10 business days of receipt	100% of complaints

* We undertake to inform you if we are unable to meet this deadline.

Responsibilities of citizens

The cooperation of our clients is essential for us to be able to meet our commitments. We therefore count on you to:

- Provide us with complete, accurate information about your request.
- Attach any relevant documents, if applicable.
- Use our online services when possible.
- Treat our staff with respect.

While we always strive to offer you high-quality services, there may be times when you are not satisfied with the services received. In such cases, you can file a complaint. All complaints are handled in an objective and confidential manner.

Effective date

This declaration of services is effective as of April 1, 2023.

Publication of results

Results regarding the commitments presented in our Declaration of Services to the Public are published in the Institut's annual management report, which is made available annually on our website.

Contact us

If you need information or have any comments or suggestions, here are the different ways you can reach us:



By telephone

Monday to Friday,
8:30 a.m. to 12 p.m. and 1 p.m. to 4:30 p.m.
418-691-2401 or 1-800-463-4090



Online

[Online form](#)



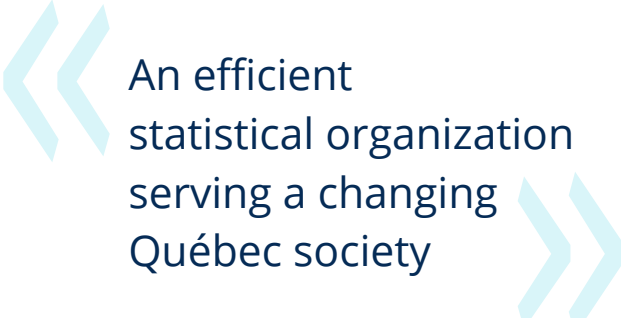
By email

cid@stat.gouv.qc.ca



By mail

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Québec (Québec) G1R 5T4



An efficient
statistical organization
serving a changing
Québec society

statistique.quebec.ca