TELEFILM CANADA

Telefilm Canada's Service Charter

Updated : October 2026

Ce document est également disponible en français

Who We Are

Telefilm Canada (Telefilm) is a Crown corporation reporting to parliament through the Minister of Canadian Heritage whose mission is to foster and promote the development of the Canadian audiovisual industry. As a partner of choice, Telefilm plays a leadership role in the industry through financial support and promotion that contribute to the industry's commercial, cultural and industrial success.

Our Commitment to Service

Following a comprehensive stakeholder survey, Telefilm became the first cultural agency to publish a service charter in 2003. This Service Charter is an expression of our continued commitment to providing excellent standards of service and building mutually beneficial relationships with our partners.
Accessibility, fairness and timeliness are the values that form the basis for the standards described in this Charter.

This Charter sets out the standards of service you can expect from Telefilm in the delivery and administration of our programs. It also explains how you can stay informed of our activities and to let us know if you have a concern or complaint, as well as offers tips on how you can help us to better serve you.

Our Offices and Operations

Telefilm has about 200 employees across Canada in Montreal, Toronto, Vancouver and Halifax with its head office located in Montreal.

Through its funding programs, Telefilm provides financial support at all stages of the creation of Canadian feature films, and assistance for the promotion and export of Canadian content at festivals, markets and events – regionally, nationally and around the world.

Telefilm is also responsible for making recommendations to the Minister of Canadian Heritage on whether projects can be recognized as audiovisual treaty coproductions.

Canada Media Fund Program Administrator

Through a service agreement with the Canada Media Fund (CMF), Telefilm administers the programs of this funding agency. Telefilm receives funding requests on behalf of the CMF through its regional offices in Vancouver, Toronto, Montreal, and Halifax.

Please note that, while the general principles of this Service Charter apply to your dealings with Telefilm employees administering CMF programs, the CMF has established specific and distinct processes for the treatment of its files. For any questions or concerns regarding CMF programs, please contact the National Director, CMF Program Administrator | Telefilm Canada.

The Service You Can Expect from Telefilm

When you deal with Telefilm, we will:

- Provide professional services in both languages in accordance with the *Official Languages Act of Canada*;
- Be open to facilitating services for applicants that are located at great distances from a Telefilm office;
- Be open, transparent and accountable;
- Consider all suggestions on how we might improve our services;
- Ensure that the services we provide comply with the spirit of the *Multiculturalism Act*, and in particular be sensitive and responsive to the multicultural reality of Canada; and
- Ensure that our employees comply with Telefilm's *Conflict of Interest Guidelines*.

General Services

Hours of Operation	We are accessible by phone, and by e-mail from Monday to Friday, 9:00 a.m. to 5:00 p.m. Please note that due to the COVID-19 pandemic, our physical offices are currently closed.
Toll-Free Number	Our toll-free number is 1-800-567-0890
Electronic Access	Via our website, we make available: program guidelines, business policies and essential information guides, corporate publications as well as industry resources
Dialogue	Fast, secure, user-friendly online services available anywhere, anytime, that allow you to: • Submit applications; • Submit exploitation reports; • Follow up on submitted files; • Request direct-deposit payments.
Who to Contact	Please visit our website for detailed contact information: https://telefilm.ca/en/contact-us

Application Processing Times for Telefilm's Programs

Application processing times vary based on each program and on volume of applications. It is important to note that the calculation of processing times stops whenever Telefilm is awaiting receipt of required documentation or information from clients.

Telefilm's processing times are generally as follows and Telefilm will aim to meet these targets in 80% of files:

PROGRAMS	PROCESSING TIMES
Production and Documentary[1]	1) Decision Making Provided that the applications submitted are **complete**, we will make funding decisions on production financing requests within **80 business days** of the closing date of the program. 2) Contracting Provided all information required has been submitted and the conditions to commitment fulfilled to Telefilm's satisfaction, we will send a contract for signature within **20 business days** of the satisfactory receipt of all conditions to commitment.
For the following programs, provided all information required has been submitted to Telefilm's satisfaction, we will issue a contract for signature in the timeframe set out below:	
Development	within **55 business days** of the **closing of the program**
National Marketing	within **45 business days** of a complete **application**
General Admission Festivals	within **35 business days** of the **closing of the program**
Medium to Large-Scale Festivals	within **65 business days** of the **closing of the program**
Career Development Initiatives	Within **50 business days** of the **closing of the program**
Industry Promotion Initiatives	Within **50 business days** of a **complete application**
International Promotion	within **20 business days** of a **complete application**
International Promotion – Distribution Support	Within **30 business days** of a **complete application**
Theatrical Exhibition	Within **30 business days** of the **closing of the program**
Audiovisual Coproductions	We will make our preliminary and final recommendations within **40 business days** of receipt of a complete application and provided that the following conditions have all been met: • That the applicant has answered to Telefilm's satisfaction any requests for further information or clarifications Telefilm may have; • That the project has been approved for either preliminary or final recommendation by the relevant foreign authority.

Please note that, with the exception of final cost drawdown payments, drawdown payments are issued within **10 business days** of the receipt and approval of the contract deliverables. Final costs drawdown payments are generally issued within **20 business days** of the receipt and approval of the required documentation.

[1] No processing times have yet been established for the Talent to Watch program.

Staying Connected with Our Partners

Outreach Activities	Telefilm regularly meets with industry stakeholders throughout the country during festivals and industry events, at our annual public meeting, through outreach tours and industry consultations, as well as through a number of working groups on key strategic priorities.
Participation at Industry Events	We endeavour to have members of executive leadership and staff present and available at major Canadian events and festivals attended by our partners. We participate, as requested, on selected industry panels. Panels must be widely accessible to our partners and directly relevant to Telefilm's objectives, programs and activities. As well, we require that any panels that our employees participate on are diverse and inclusive, representing all Canadians.
Industry News	We provide updates, via email as well as on various social media channels to interested subscribers on Telefilm programs and activities, including on funding results and industry news.
Consultations	We consult on an annual basis with major associations and advisory committees that are impacted by Telefilm's programs and policies.

What We Expect from Our Partners

There are a number of ways that you can help Telefilm provide you with the best possible service:

- Be informed about the eligibility requirements, completeness of application and document requirements for the program you are applying to.
- Submit complete applications that are professionally presented, include all required documentation and, where applicable, respect deadline dates.
- Respond to requests for further information or clarification of information promptly.

In the same way that our partners can expect professional service from Telefilm employees, we also expect the same level of consideration from partners.

In their dealings with Telefilm, Business Partners are expected to act with integrity, treat everyone with dignity and respect and abstain from any form of harassment, violence, and discrimination.

Telefilm Canada does not tolerate any form of harassment, violence or discrimination towards its staff, whether verbally, via email, on social media, or via any other platform.

Telefilm may cease all communications, suspend or terminate all activities with business partners who display inappropriate behaviour towards its staff.

Telefilm's expectations towards its partners are set out in the Code of Conduct for Business Partners. Ongoing compliance with this code is a condition for continuing any activity with Telefilm.

How to Comment on Our Services or File a Complaint

If you have a complaint or comment about Telefilm's services, we want to know about it. We view ideas for improvement and complaint resolution as an important part of our continuous service improvement process.

If you are unhappy with our level of service, please write to:

- For program administration matters: the Vice President, Cultural Portfolio Management;
- For corporate matters: the Vice President, Promotion, Communication and International Relations.

All complaints will be thoroughly assessed by Telefilm and we will work with you to ensure clarification of the issue that you have experienced and to find a workable resolution.

If, after submitting your comments or filing a complaint, you are still not satisfied with Telefilm's service, you may file a formal complaint with Telefilm's Vice President, Legal Services and Access to Information and Corporate Secretary.

If You Are Not Satisfied With a Decision

Decisions are made on the basis of the published program guidelines and policies. If you believe that the procedures or the policies applied in the decision process were not followed, you may contact the National Feature Film Executive responsible for your file or the National Director, Business Affairs & Coproductions. This person will determine if there are sufficient grounds for your file to be reviewed.

Please note that decisions rendered by Telefilm regarding creative choices for a given project cannot be appealed. Similarly, standard contractual clauses and contract templates do not constitute acceptable grounds for appeal.

Appeal

Should you continue to be dissatisfied with a decision rendered by Telefilm, you may appeal the decision to the Appeals Committee. Your request for appeal must be submitted in writing within 10 business days of the date on which you received the decision at issue. You must provide detailed reasons for your appeal as well as all necessary documentation.

The Appeals Committee is chaired by the Executive Director. The committee has the discretion to determine whether a file may be appealed.

The most common grounds for appeal are, for example, failure to respect processes or guidelines.

After receipt of your request for appeal, we will notify you, within 10 business days, of our decision to either accept or reject your request for appeal and of the date on which the appeal will be heard.

You may be called on to address the Committee in person or by phone. The Committee will subsequently issue its decision as quickly as possible. Decisions of the Appeals Committee are final.

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