• Attach any documents as evidence when you complete the form or at a later time but before we make the decision
• Sign and date the form
• Return your signed request to a ministry or Service BC office

» Be sure to submit your signed request within 20 business days of the date we notified you of the original decision

» You have the right to an advocate to help you with your reconsideration. Contact the ministry if you have difficulty finding an advocate

» Once we receive your signed reconsideration form, we’ll generally write the decision within 10 business days OR 20 business days if you requested an extension

» You can request an extension if you need more time to provide reasons or evidence:
  • Submit your signed Request for Reconsideration form
  • Contact the ministry or Service BC office and ask for an extension to your reconsideration
  • You must request an extension before we make a decision
  • Contact the reconsideration office to confirm the extension at 778-698-7750

» We’ll mail you the reconsideration decision and it will be available for pick up in your local employment and assistance office

» If you disagree with the reconsideration decision, you have seven business days to appeal to the Employment and Assistance Appeal Tribunal. The Tribunal provides an independent, community-based appeal process

» A ministry representative will attend the hearing to explain the reconsideration decision

» After your hearing, the panel will determine if the ministry’s reconsideration decision was either:
  • Supported by the evidence
  • A reasonable application of the legislation given your circumstances

» The panel will then either agree with the decision or overturn it

» You’ll generally receive a written decision from the Tribunal within 10 business days of your hearing

For More Information

» Visit our website at gov.bc.ca/sdpr

» Call us at 1-866-866-0800

» Access income and disability assistance services online at myselfserve.gov.bc.ca

» Visit your local employment and assistance office

For more information about the Tribunal:

» Visit the Tribunal website at:
  eaat.ca/home

» Call 1-866-557-0035

» Email info@eaat.ca
Overview of the Reconsideration and Appeal Process

Reconsideration

The reconsideration process provides an opportunity to have a decision reconsidered. You may also submit new evidence to support why you think you're eligible.

Decisions may be reconsidered if your:
- Application for assistance or a supplement was denied
- Monthly assistance or a supplement was discontinued
- Monthly assistance or a supplement amount was reduced
- Approved supplement was less than the maximum amount
- Approved supplement was less than the least expensive, appropriate cost
- Employment plan has a condition you disagree with

There are some decisions that cannot be reconsidered:
- Quality of service issues
- Disagreements about administrative practices, like the method of cheque pick up

Reconsideration requests in My Self Serve

- Select the reconsideration option beside the denied service request
- A Request for Reconsideration form will be generated for you and explain:
  - The decision
  - Reasons for it
  - Legislation used to make it
- Complete the electronic Request for Reconsideration form:
  - Explain why you disagree with the decision
  - Explain how the legislation was incorrectly applied
  - Upload any documents as evidence when you complete the form or at a later time but before we make a decision
  - Use your PIN to electronically sign and date the form
- This sends your request to a reconsideration officer

- Be sure to submit your electronically signed request within 20 business days of the date we notified you of the original decision
- You can request an extension if you need more time to provide reasons or evidence:
  - Select the extension option after you submit your electronically signed Request for Reconsideration form
  - You must request an extension before we make a decision
  - Contact the reconsideration office to confirm the extension at 778-698-7750
- We'll send you the reconsideration decision in My Self Serve and it will be available for pick up in your local employment and assistance office

- If you disagree with the reconsideration decision, you have seven business days to appeal to the Employment and Assistance Appeal Tribunal. The Tribunal provides an independent, community-based appeal process

Reconsideration requests outside of My Self Serve

- Contact us and say you'd like to request a reconsideration
- A Request for Reconsideration form will be prepared for you and explain:
  - The decision
  - Reasons for it
  - Legislation used to make it
- You have the right to an advocate to help you with your reconsideration. Contact the ministry if you have difficulty finding an advocate
- Once we receive your signed reconsideration form, we'll generally write the decision within 10 business days OR 20 business days if an extension is requested
- Complete sections three and four of the form:
  - Explain why you disagree with the decision
  - Explain how the legislation was incorrectly applied

Step-by-Step Instructions

Your Right to Reconsideration and Appeal

We must follow legislation when making eligibility decisions. If you disagree with a decision, you can talk to a ministry decision maker about your concerns. If you still disagree with the decision, you can request a reconsideration. A reconsideration officer will review your request. They'll make a new decision and provide it in writing. If you disagree with the reconsideration decision, you can appeal it to the Employment and Assistance Appeal Tribunal.

What is a Reconsideration or Appeal Supplement?

If your assistance was stopped or reduced because of a decision, you may be eligible for a supplement. It may be available while you wait for the outcome of a reconsideration or appeal. You must sign a Promise to Repay form to receive it. If the final decision is in your favour, you won't need to repay the supplement.