

- 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

Appeal Process

- » The Tribunal must receive a Notice of Appeal form within seven business days of when you received the reconsideration decision
- » If nothing is received, you will be deemed to have accepted the reconsideration decision
- » You can request a hearing in person, by conference call or in writing:
 - If in person or by teleconference, you'll get the date and time at least two business days in advance
 - If by written hearing, we must agree to the written format, then the Tribunal will provide instructions
- » If the Tribunal determines your matter can be appealed, it will appoint a panel:
 - Panels are up to three people
 - The Tribunal will hold a hearing within 15 business days of receiving your appeal form
 - Submit any new information to the Tribunal, and the panel will decide if it's admissible
- » You're responsible for presenting your case at the hearing:
 - You can get help preparing information for the panel or have someone come with you like a:
 - Friend
 - Family member
 - Advocate

- » 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

Reconsideration and Appeals



Ministry of
Social Development
and Poverty Reduction

If you apply for or receive income or disability assistance, you have the right to:

- » Quality service
- » Fair access to programs
- » Transparent decision making

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.

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

Step-by-Step Instructions

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 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

- » 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
- » Complete sections three and four of the form:
 - Explain why you disagree with the decision
 - Explain how the legislation was incorrectly applied