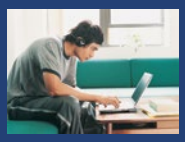
Reconsideration and appeals

Ministry of Social Development & Poverty Reduction



Your rights

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

- Good service
- Fair access to programs
- Clear and transparent decisions

If you disagree with a decision

The ministry uses provincial laws to determine if you are eligible for assistance. If you disagree with a decision:

1. **Talk to the ministry first**
2. If you still disagree, **you can ask for a reconsideration**
   - A reconsideration officer will review your case and send you a reconsideration decision in writing
3. If you disagree with the reconsideration decision, you can **appeal** to the Employment and Assistance Appeal Tribunal by submitting a Notice of Appeal form
   - This is an independent, community-based process

Reconsideration or appeal supplement

If your assistance is reduced or stopped, you may get a temporary supplement while waiting for the reconsideration or appeal decision.

- You must sign a **Promise to Repay** form
- If the final decision is in your favour, you do **not** have to repay the supplement

When can you ask for a reconsideration?

You can request reconsideration if:

- You were denied assistance or a supplement
- Your assistance or supplement was reduced or stopped
- You received less than expected
- You disagree with a condition in your employability plan

You **cannot** request a reconsideration for:

- Service quality issues
- Administrative practices such as Third Party Administration or how you get your cheque

How to request reconsideration

You have 20 business days from the date you were notified of the decision to submit a signed request for reconsideration.

Through My Self Serve

1. Select the reconsideration option next to the denied request
2. Fill out the electronic form and explain:
   - Why you disagree
   - How the law was applied incorrectly
3. Upload any supporting documents (you can add more later)
4. Sign and submit the form electronically

By paper form

1. Contact the ministry and ask for a paper form
2. Complete the form and explain:
   - Why you disagree
   - How the law was applied incorrectly
3. Attach any supporting documents
4. Sign and return the form to a ministry or Service BC office

Important details for reconsideration

- You can ask for an **advocate** to help you
- The ministry may accept your signed request after 20 business days in special cases—call **778-698-7750** if needed
- A decision will be made within **10 business days** after your signed request is received
- You can request an **extension** for more time to submit documents (up to 20 business days total)
- You will receive the decision through My Self Serve or by mail
- If you disagree with the reconsideration decision, you have **20 business days** to appeal
  - A Notice of Appeal form will be included in the reconsideration decision package

Appeal process

If you disagree with a reconsideration decision, you can appeal to the Employment and Assistance Appeal Tribunal by submitting a Notice of Appeal form.

The tribunal must receive your **Notice of Appeal** within **20 business days** of receiving the reconsideration decision. If the tribunal doesn't receive your Notice of Appeal on time, you are considered to have accepted the reconsideration decision.

You can request an extension for special circumstances.

You can request a hearing:

- **In person, by video, by teleconference or in writing**
- For in-person, video and teleconference hearings, you'll get the date and time at least two business days in advance
- For written hearings the tribunal will give instructions

If your matter can be appealed:

- A panel of up to three people will be appointed
- A hearing will be held within **15 business days** of receiving your request for appeal
- You can submit new information at least three days before or at the hearing
  - The panel decides if it's admissible

You're responsible for presenting your case, but you can have help from:

- A friend
- A family member
- An advocate

A ministry representative will attend to explain the reconsideration decision.

After the hearing, the panel decides if the reconsideration decision was:

- Supported by evidence
- A reasonable application of the law

The panel will confirm or rescind the reconsideration decision. You'll receive a written decision within **10 business days** after the 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 a ministry or Service BC office

For more information about the tribunal:

- Visit their website at eaat.ca
- Call them at **1-866-557-0035**
- Email them at info@eaat.ca

BRITISH COLUMBIA | Ministry of Social Development and Poverty Reduction

7550000169 07/2026