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Section 1

Section 1.1 – How to Use the Policies

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This document holds the guide dog and service dog program policies of the Registrar of Guide Dogs and Service Dogs (the Registrar). These policies were developed to coincide with the *Guide Dog and Service Dog Act* (2015) and replace all previous policies issued by the Ministry.

The policies are compiled for use by Security Programs Division (SPD) staff but may also be used as a reference document by the public.

The policies refer throughout to the *Guide Dog and Service Dog Act* (the Act) and *Guide Dog and Service Dog Regulation* (the Regulation), but the policies do not duplicate the provisions from those documents. This means that anyone who wishes to refer to these policies should also review the provisions of the Act and the Regulation for a comprehensive understanding of the guide and service dog program. If there is a conflict between the policies and the legislation/regulation, the legislation/regulation prevails.

Section 1.2 – How the Policies are Organized

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The policies are divided in five sections:

- Section 1 Background information on the role of the Registrar and the function of policy in regards to the work of a regulatory body.
- Section 2 The policies relating to the certification process (guide dog, service dog, dog-in-training, dog trainer, retired dog) for handler and dog teams trained by accredited training schools, as well as all other trained handler and dog teams. Policies concerning “grandfathered” guide and service dog certificates under the repealed *Guide Animal Act* are also discussed under this section.
- Section 3 The terms and conditions of certification and policies relating to cancellation and refusal to renew certificates.
- Section 4 The policies relating to complaints to the Registrar (access issues, complaints about certified and non-certified handlers and dogs, complaints about interference with certified handler and dog teams), offences and sanctions.
- Section 5 The policies relating to the reconsideration of Registrar’s decisions.

Each policy is presented in the same way, in the following order:

- Section and major subsection number – Title (e.g. Section 2.2 – Applications from an Accredited Training School Program)
- “*Introduction*” – describes the nature of the policies found under that section.
- “*Policies*” – presents a series of numbered policy statements, organized by topic.
- “*Rationale*” – is the explanation of the policy statement being presented.
- The reference to the section of the Act and/or Regulation that provides the authority for the policy statements is also included under each topic heading.

Section 1.3 – Role of the Registrar

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The Registrar of Guide Dogs and Service Dogs (the Registrar) is appointed by the Minister under section 9 of the Act. A number of powers and responsibilities are imposed on the Registrar under the Act, including:

- the power to issue certificates;
- the power to impose conditions on certificates;
- the power to set the form and manner of applications;
- the power to cancel or refuse to renew certificates;
- the responsibility for dealing with complaints;
- the power to take enforcement action against a certificate holder or person making false representation as a certificate holder;
- the power to take enforcement action against a person who interferes with a certificate holder's right of entry or right to abode.

The Registrar has developed the policies outlined in this document to assist in exercising these powers and responsibilities.

Section 2 – Certification

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Section 2.1 – Introduction

Part 1 of the Act authorizes the Registrar to issue and renew the following list of different guide dog and service dog certificates:

- guide dog team consisting of blind person and his/her trained guide dog;
- service dog team consisting of person with a disability and his/her trained service dog;
- dog trainer;
- dog-in-training; and,
- retired guide or service dog team.

Sections 2 to 6 of the Regulation outline the application and renewal processes for each of the above. The application and renewal processes allow the Registrar to determine whether a guide or service dog and handler team, dog trainer, dog-in-training, or retired dog and handler team meets all the conditions and requirements for certification.

It is important to note that there are two separate “streams” in the certification of guide and service dogs:

1. Dogs and handlers that have been trained by an organization accredited by either Assistance Dogs International (ADI) or International Guide Dogs Federation (IGDF).
2. All other applicants regardless of their training program.

Section 2.2 – Applications from an Accredited Training School Program

Rationale

The Province recognizes the high training standards and continued scrutiny that accredited training schools demand of their dog and handler teams. As a result, the *Guide and Service Dog Regulation* provides for a separate application process for dog and handler teams from accredited training schools.

Assistance Dogs International (ADI) or International Guide Dogs Federation (IGDF) usually own and raise their own dogs. If an ADI accredited training school does not own their own dogs, they still make a commitment to provide lifetime follow-up and support for their dog and handler teams. Applicants for guide or service dogs from either organization undergo a rigorous application process. Once accepted, the applicant is matched with a suitable dog-in-training, and in-depth training and assessments begin. Follow up with graduated teams continues throughout the working life of the dog with monitoring and evaluation.

As the dogs are owned and/or monitored by the accredited training schools, no veterinary certificate is required by the Registrar. Applicants to accredited training schools undergo a rigorous screening process that includes an in-depth medical assessment to ensure that the dog is required by the applicant for day-to-day living and the applicant is able to manage having a guide or service dog, so a medical certificate is not required by the Registrar.

Policy

2.2.1 An application must be submitted on the correct form with the following information: personal information; information about dog; and training school graduation information .

2.2.2 Application must be accompanied by a recent passport-sized and quality photograph of the applicant to be used on certificate card.

2.2.3 Certification must only be issued once the Registrar receives a document from the accredited school confirming the applicant's successful completion of the training program with their dog.

[Guide Dog and Service Dog Act, section 5; Guide Dog and Service Dog Regulation, section 2]

Section 2.3 – Applications from Alternative Training Programs

Rationale

The Province also recognizes that not everyone who requires a guide or service dog acquires a dog from an accredited training school. In order to ensure that these dogs have been trained to a high standard and pose no public safety risk, these dog and handler teams will be required to successfully complete an assessment through the Justice Institute of British Columbia (JIBC). In addition, applicants will be required to submit medical and veterinarian certificates as part of the application process.

Policy

2.3.1 An application must be submitted on the correct form with the following information: personal information; information about dog; training history; and specialized tasks dog performs.

2.3.2 Application must be accompanied by a recent passport-sized and quality photograph of the applicant to be used on certificate card.

2.3.3 Certification must only be issued once the Registrar receives a medical certificate, on the correct form, from a medical or nurse practitioner as defined in the Guide Dog and Service Dog Regulation.

2.3.4 Application must be accompanied by a veterinarian certificate stating dog has been spayed or neutered.

2.3.5 Certification must only be issued once the Registrar receives confirmation from the JIBC that the dog & handler team has successfully completed the BC Guide Dog and Service Dog Assessment.

[Guide Dog and Service Dog Act, section 5; Guide Dog and Service Dog Regulation, section 2]

Section 2.4 – Dog Trainer Applications

Rationale

Dogs owned by accredited training schools undergo rigorous training and assessment from an early age. As part of that training requires the dogs to be trained and assessed in the community by staff and volunteers of accredited training schools, certification is necessary to allow dog trainers public access with dogs-in-training.

Accredited training schools can apply for dog trainer certificates for their employees and/or volunteers. The application form is completed by the Chief Executive Officer/Executive Director or equivalent and is the responsibility of the accredited training school.

Policy

2.4.1 Application must be completed and signed by the Chief Executive Officer/Executive Director or equivalent of the accredited training school.

2.4.2 Application must include the following information: accredited training school information and personal information of the dog trainer, including verification that the dog trainer is an ADI or IGDF trainer.

2.4.3 Application must be accompanied by a recent passport-sized and quality photograph to be used on the certificate card.

[Guide Dog and Service Dog Act, section 5; Guide Dog and Service Dog Regulation, section 2]

Section 2.5 – Dog-in-Training Applications

Rationale

Dogs owned by the accredited training schools undergo rigorous training and assessment from an early age. As part of that training requires the dogs to be trained and assessed in the community by staff and volunteers of accredited training schools certification is necessary to allow dogs-in-training with their certified dog trainers public access.

Policy

2.5.1 Application must be completed and signed by the Chief Executive Officer/Executive Director or equivalent of the accredited training school.

2.5.2 Application must include the following information: accredited training school information and information about the dog.

[Guide Dog and Service Dog Act, section 5; Guide Dog and Service Dog Regulation, section 2]

Section 2.6 – Applications for Retired Guide or Service Dog

Rationale

The Province recognizes the strong bond that is formed between a handler and his/her guide or service dog. When the guide or service dog is retired, the dog is no longer working and no longer requires public access. However, the handler may face tenancy issues if the dog is to remain with him/her. A retired guide or service dog certificate will allow the dog to continue to reside with the handler.

Policy

2.6.1 Applicant must submit a completed application with the following information: personal information of the handler and information about the dog, including confirmation that the dog will continue to live with the handler (see form Appendix F)

2.6.2 Application must be accompanied by the guide or service dog certificate previously issued under the authority of the *Guide Animal Act*.

2.6.3 Application must be accompanied by a recent passport-sized and quality photograph of the applicant to be used on certificate card.

[Guide Dog and Service Dog Act, section 5; Guide Dog and Service Dog Regulation, section 2]

Section 2.7 Application from a “grandfathered” dog & handler team

Rationale

At the time of the new Act coming into force there were approximately 200 dog & handler teams certified by the Province. To ease the transition of all teams to the new regime, the Province grandfathered all dog & handler teams. Teams will still have to submit applications for new certificates under the new Act, but will not be required to undergo assessments by the JIBC unless the Registrar has concerns about the safety of the team and/or the public.

Policy

- 2.7.1 An application must be submitted on the correct form with the following information: personal information and information about dog.
- 2.7.2 Application must be accompanied by the guide or service dog certificate previously issued under the authority of the *Guide Animal Act*.
- 2.7.3 Application must be accompanied by a recent passport-sized and quality photograph to be used on certificate card.

[Guide Dog and Service Dog Act, sections 5 & 12; Guide Dog and Service Dog Regulation, section 2]

Section 2.8 Application for a replacement certificate

Rationale

In the event that a certificate card is lost or stolen, the handler can apply for a replacement card.

Policy

2.7.1 Applicant must submit a completed application with the following information: personal information and information about the dog.

2.7.2 Application will be checked against existing database.

[Guide Dog and Service Dog Act, section 5]

Section 2.9 – Renewals

Rationale

The renewal process serves several functions—1. it verifies that the information on file is correct; 2. it ensures the dog is still required and is performing as a guide or service dog; 3. it ensures that the dog and handler team are still operating to a high standard.

The accredited training schools follow their own schedule for monitoring and evaluating their dog and handler teams. The Registrar will still need a completed renewal form from the handler every two years.

For those not in the accredited training school “stream”, the renewal process includes a reassessment at the JIBC unless they are a grandfathered dog and handler team (a team that was certified prior to the current Act coming into force).

Policy

2.9.1 Applicant must submit a completed application with the following information: personal information and information about the dog.

2.9.2 On every 3rd renewal (i.e. 6 years) the application must be accompanied by a recent passport-sized and quality photograph of the applicant to be used on certificate card.

2.9.3 For all dog & handler teams that did not graduate from an ADI or IGDF school, certification must only be issued once the Registrar receives confirmation from the JIBC that the dog & handler team has successfully completed a reassessment within the last 90 days.

2.9.4 If grandfathered and a new certificate under the Act has not been issued yet, copy of previously issued certificate is required with the application.

[Guide Dog and Service Dog Act, section 6; Guide Dog and Service Dog Regulation, section 3]

Section 2.10 – Visitors to British Columbia

Rationale

Dog and handler teams from outside the Province should be operating at the same high standards as teams residing in BC.

Dogs that have been trained outside the Province by an accredited training school will be able to apply for a BC Guide or Service Dog certificate. The application process is the same as it would be for a BC application from a dog & handler team trained by an organization accredited by either Assistance Dogs International (ADI) or International Guide Dogs Federation (IGDF). The process can be done via email and a temporary certificate issued until a permanent certificate card is received.

All other guide or service dogs would have to complete an application package (see Section 2.3) and undergo a JIBC assessment. This is to ensure that the dog and handler have been trained to the high standard required by the Province and to ensure public safety is not compromised. The Province does not, at this time, recognize any other training schools inside or outside the Province.

Policy

2.10.1 Accredited Training School Graduates

See Section 2.2

2.10.2 All Others

See Section 2.3

[Guide Dog and Service Dog Act, section 5; Guide Dog and Service Dog Regulation, section 2]

Section 3 – Terms and Conditions of Certificate Cancellation or Refusal to Renew

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Section 3.1 – Introduction

As well as the conditions, qualifications and requirements for certification outlined in Section 2, there are terms and conditions of guide and service dog certification. The Registrar can cancel or refuse to renew a certificate under section 12 of the Regulation if the original conditions, qualifications and requirements and/or the terms and conditions are not being met. In addition, the Registrar may cancel or refuse to renew a certificate if the dog has threatened the safety of a person or other animal or is a risk to safety of persons or other animals. The policies below provide further details.

Section 3.2 – Terms and Conditions

Rationale

The terms and conditions help to prevent fraudulent use of certificates, protect public safety and maintain integrity of the program.

The requirement to report to the Registrar within 30 days helps to ensure the ministry has up-to-date information for dog and handler teams, dog trainers and dogs-in-training. Situations can change: the need for certification may no longer be required, or the basis for certification may no longer be present.

Dog and handler teams should be reassessed at least every other year to ensure that the dog and handler are performing at a high standard and they and the public are not at risk. Dog and handler teams that have graduated from accredited training schools will follow their own monitoring and evaluation process. All other dog and handler teams, with the exception of grandfathered teams, will go through a reassessment at the JIBC every two years. The Registrar can, at any time, ask that a dog and handler team be reassessed (for example, if the Registrar were to receive complaints about a dog and handler team, the Registrar may request that the team undergo a reassessment).

Policy

- 3.2.1 The handler must report in 30 days to Registrar in writing:
- changes in contact information;
 - if the dog is deceased;

- if the handler or dog or both no longer meet conditions, qualifications and requirements;
- if the handler no longer requires the assistance of dog;
- if dog no longer performs functions of a guide or service dog;
- if the dog trainer no longer trains on behalf of the accredited training school listed on the application; and,
- if the dog-in-training has been removed permanently or indefinitely from the training program.

3.2.2 The dog and handler team must be reassessed every two years with renewal:

- Dog and handler teams that have graduated from accredited training schools will follow their own monitoring and evaluation process;
- All other dog and handler teams will go through a reassessment at the JIBC every two years.

3.2.3 The Registrar can, at any time, ask that a dog and handler team be reassessed (for example, if the Registrar were to receive complaints about any dog and handler team, the Registrar may request that the team undergo a reassessment to determine if certification should continue).

[Guide Dog and Service Dog Act, subsection 11(2); Guide Dog and Service Dog Regulation, Part 2]

Section 3.3 – Cancellation or Refusal to Renew Certificate

Rationale

In order to protect public safety and maintain integrity of the program, the Registrar can cancel or refuse to renew a certificate. Under section 7 of the Act, the Registrar has the authority to cancel or refuse to renew a certificate if:

- the conditions, qualifications or requirements are no longer being met;
- the terms and conditions of certification are not being complied with; and,
- other prescribed circumstances.

The prescribed circumstances listed under section 12 of the Regulation are:

- if the dog has threatened the safety of a person or other animal while exercising a public access right;
- if the dog trainer no longer trains dogs on behalf of the accredited training school referred to in the application; and,
- if the dog-in-training is permanently or indefinitely removed from the training program.
- if false or misleading information was provided in support of the certificate application.

Policy

3.3.1 If the Registrar has decided to cancel or refuse to renew a certificate, the Registrar must notify the handler in writing

3.3.2. The individual must surrender the certificate to the Registrar.

3.3.3 The exception to notification in writing is if the dog constitutes a risk to the safety of persons or other animals or if the handler has not complied with providing change of contact information.

Refer to Section 5 of this document for information regarding rights to request a reconsideration of a decision.

[Guide Dog and Service Dog Act, section 7; Guide Dog and Service Dog Regulation, Part 3]

Section 4 – Complaints, Offences and Penalties

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Section 4.1 – Introduction

The Act, in section 8, identifies the following contraventions as offences:

1. to deny a certified dog and handler team public access rights or to charge additional fees;
2. to deny a certified dog and handler team tenancy rights (residential and manufactured home park) or impose discriminatory terms and conditions for tenancy;
3. to falsely represent a dog as a certified guide or service dog under this Act;
4. not surrendering a certificate upon the request of the Registrar.

In addition, section 23.1 of the *Prevention of Cruelty to Animals Act*, makes it an offence to interfere with, obstruct or harm a service animal.

The policies set out in this section provide details on the complaint process involving offences.

Also, this section outlines how complaints received by the Registrar about the following situations will be handled:

1. complaints about certified dog and handler teams;
2. complaints about discriminatory strata council bylaws.

Section 4.2 – Complaints about offence-related matters (false representation, public access rights issues, tenancy rights issues)

Rationale

This policy provides a structured complaints process for members of the public and others who wish to complain about an offence-related matter under the *Guide Dog and Service Dog Act* and section 23.1 (service animals) of the *Prevention of Cruelty to Animals Act*.

NOTE: The complaint policy and process does not preclude an individual, who alleges that they have been denied public access or tenancy rights, from pursuing a Human Rights complaint.

Policy

4.2.1 Submitting complaints

A person may make a complaint to the Registrar on any matter that relates to the *Guide Dog and Service Dog Act* or section 23.1 (service animals) of the *Prevention of Cruelty to Animals Act*.

Whenever possible, a complaint should be in writing and submitted on the SPD's complaint form.

A complaint must:

- identify the complainant,
- provide the contact information of the complainant, and
- if the complaint is submitted by someone other than the complainant, the contact information of the person who submitted the complaint.

4.2.2 Investigating a complaint

Upon receiving a complaint, the Registrar will review the matter to determine whether to investigate the complaint.

If the Registrar decides to investigate the complaint, the Registrar will assign the complaint to a SPD employee for investigation.

During the investigation, the SPD employee may contact the complainant to discuss the matter in more detail.

4.2.3 Responding to a complaint

The Registrar will send a letter to the complainant acknowledging receipt of the complaint and indicating whether the complaint has been accepted for investigation.

The Registrar may determine not to investigate a complaint if any of the following apply:

- (a) more than one year has elapsed between the date the complainant knew of the facts on which the complaint is based and the date the Registrar receives the complaint
- (b) there is a remedy available in law that is adequate for the complainant and there is no reasonable justification for the complainant's failure to take advantage of the remedy
- (c) the complaint is frivolous, vexatious or not made in good faith
- (d) further investigation is not necessary in order to consider the complaint, or
- (e) investigation would not benefit the complainant.

If the complaint has not been accepted for investigation, the Registrar will outline the reason for this decision in the letter and indicate any other recourse that may be available to the complainant.

4.2.4 Requesting a review of a decision not to investigate

Within 30 days after the receipt of a letter from the Registrar informing the complainant that a complaint has not been accepted for investigation, the complainant may request that the Registrar review the decision not to investigate.

A request to the Registrar to review a decision not to investigate a complaint must be in writing and must state the reason why the complainant would like the Registrar to review the decision.

The Registrar will send a letter to the complainant acknowledging receipt of the request and indicating whether the complaint has been accepted for investigation.

Among the reasons the Registrar may decide to investigate a complaint that was previously not accepted for investigation are:

- when the nature of the complaint was misunderstood, or
- when information, not available at the time the complaint was first considered, becomes available.

4.2.5 Determining whether to proceed with a sanction

Following an investigation, the Registrar will determine:

- (a) whether the conduct that formed the basis of the complaint was a contravention of the *Guide Dog and Service Dog Act* or the regulation or

section 23.1 of the *Prevention of Cruelty to Animals Act*, and
(b) in the event of a contravention, whether to proceed with a sanction.

A sanction may include any of the following:

- (a) verbal warning
- (b) written warning
- (c) issuance of a violation ticket
- (d) application for an injunction, and/or
- (e) prosecution for an offence.

4.2.6 Informing the complainant of the results of the investigation

The Registrar will send the complainant a letter at the conclusion of the investigation to inform the complainant of the outcome of the investigation.

4.2.7 Record-keeping

The Registrar will establish and maintain a record of complaints, including the results of complaints, and will compile statistical information respecting all complaints.

[Guide Dog and Service Dog Act, section 8; Prevention of Cruelty to Animals Act, section 23.1 (service animals)]

Section 4.3 – Complaints about Dog and Handler Teams

Rationale

The Registrar may receive complaints from the public with regard to the behaviour of certified dog and handler teams. The Registrar, under the Act, has responsibility for certification and has the authority to impose terms and conditions, cancel certification and refuse to renew.

The policies set out in this section provide the detail on how complaints to the Registrar involving certified dog and handler teams will be handled.

Policy

4.3.1 Submitting complaints

A person may make a complaint to the Registrar on any matter that relates to the *Guide Dog and Service Dog Act*.

Whenever possible, a complaint should be in writing and submitted on the SPD's complaint form.

A complaint must:

- identify the complainant,
- provide the contact information of the complainant, and
- if the complaint is submitted by someone other than the complainant, the contact information of the person who submitted the complaint.

4.3.2 Investigating a complaint

Upon receiving a complaint, the Registrar will review the matter to determine whether to investigate the complaint.

If the Registrar decides to investigate the complaint, the Registrar will assign the complaint to SPD employee for investigation.

During the investigation, the SPD employee may contact the complainant to discuss the matter in more detail.

4.3.3 Responding to a complaint

The Registrar will send a letter to the complainant acknowledging receipt of the complaint and indicating whether the complaint has been accepted for investigation.

The Registrar may determine not to investigate a complaint if any of the following apply:

- (a) more than one year has elapsed between the date the complainant knew of the facts on which the complaint is based and the date the Registrar receives the complaint
- (b) there is a remedy available in law that is adequate for the complainant and there is no reasonable justification for the complainant's failure to take advantage of the remedy
- (c) the complaint is frivolous, vexatious or not made in good faith
- (d) further investigation is not necessary in order to consider the complaint, or
- (e) investigation would not benefit the complainant.

If the complaint has not been accepted for investigation, the Registrar will outline the reason for this decision in the letter and indicate any other recourse that may be available to the complainant. Depending on the circumstances, other recourse may include an offer to assist the parties in the informal resolution of a complaint that does not require an investigation.

4.3.4 Requesting a review of a decision not to investigate

Within 30 days after the receipt of a letter from the Registrar informing the complainant that a complaint has not been accepted for investigation, the complainant may request that the Registrar review the decision not to investigate.

A request to the Registrar to review a decision not to investigate a complaint must be in writing and must state the reason why the complainant would like the Registrar to review the decision.

The Registrar will send a letter to the complainant acknowledging receipt of the request and indicating whether the complaint has been accepted for investigation.

Among the reasons the Registrar may decide to investigate a complaint that was previously not accepted for investigation are:

- when the nature of the complaint was misunderstood, or
- when information, not available at the time the complaint was first considered, becomes available.

4.3.5 Determining whether to proceed with action

Following an investigation, the Registrar will determine whether the conduct that formed the basis of the complaint warrants further action. Further action may include any of the following:

In the case where a complaint is received by the Registrar about the behaviour of a dog and handler team from an accredited training school:

- The Registrar will notify the school of the complaint;
- Once the accredited training school has reviewed and taken appropriate action (actions could include remedial training and/or reassessment), the school will report back to the Registrar;
- If the Registrar is not satisfied with the action taken or there are repeated complaints, the Registrar may ask that a JIBC assessment be undertaken and/or cancel the certification of the team following written notice.

If the case where a complaint is received by the Registrar about the behaviour of a dog and handler team not from an accredited training school:

- The Registrar may send the dog and handler team for reassessment, encouraging the team to undergo remedial training before doing so;
- If the dog and handler team fail the reassessment and/or there are repeated complaints, the Registrar may cancel the certification of the team following written notice.

In the case where the Registrar has reasonable grounds to believe the guide or service dog, while exercising public access rights, acted or behaved in a way that threatened the safety of a person or another animals, the Registrar may cancel the certification of the team immediately.

4.3.6 Informing the complainant of the results of the investigation

The Registrar will send the complainant a letter at the conclusion of the investigation to inform the complainant of the outcome of the investigation.

4.3.7 Record-keeping

The Registrar will establish and maintain a record of complaints, including the results of complaints, and will compile statistical information respecting all complaints.

[Guide Dog and Service Dog Act, sections 6 & 7 ; Guide Dog and Service Dog Regulation, Parts 2 & 3]

Section 4.4 – Complaints about Discriminatory Strata Council Bylaws

Rationale

The Act prohibits discrimination against certified teams (guide, service or retired) in residential tenancies and manufactured home park tenancies. The prohibition on strata corporations enacting bylaws restricting or limiting certified teams can be found in the *Strata Property Act*. Once operational, the Civil Resolution Tribunal will solve strata disputes.

Policy

Complaints received by the Registrar will be redirected to the Civil Resolution Tribunal.

[Strata Property Act, section 123]

Section 5 – Reconsiderations

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Section 5.1 – Reconsiderations

Rationale

In accordance with the principles of administrative fairness, a person impacted by a decision of the Registrar to cancel or refuse to renew a certificate can request a reconsideration of the decision if it is believed an error has been made or on other grounds.

Policies

5.1.1 A person impacted by a decision of the Registrar to cancel or refuse to renew a certificate can request a reconsideration of the decision within 30 days of receiving notice of the decision or at the Registrar's discretion if he/she is satisfied that special circumstances existed that precluded filing the request within 30 days.

5.1.2 Request must be in writing and identify the error he/she believes was made or other grounds upon which reconsideration is requested.

5.1.3 The Registrar may conduct a hearing in writing, electronically and/or orally.

5.1.4 Registrar must confirm, vary or cancel decision and notify individual of his/her decision and the reasons for the decision in writing.

[Guide Dog and Service Dog Act, section 10]