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Effective: October 1, 2001 Revised: March 26, 2010	Authorized by: Deputy Minister		Page 1 of 1

17.0 REVIEW PROCESS

- 17.1 Where an individual or family is dissatisfied with a decision made by the Disability Support Worker with respect to eligibility, support approved, decrease in support, or suspension or cancellation of support, the individual or family may request that decision be reviewed.
- 17.2 Any review request must be made within 45 days of the decision being disputed and must be submitted, in writing, to the Disabilities Coordinator.
- 17.3 A review may be withdrawn at any stage by the individual or family requesting the review.
- 17.4 The Disabilities Coordinator, or designate shall convene a Provincial Review Committee (the “Review Committee”) which shall be comprised of the Disabilities Coordinator or designate, a Supervisor and a Disability Support Worker, the latter two being from offices other than the office from which the review request originated.
- 17.5 The purpose of the DSP Review Process is to examine the actions taken by the Department, and make a finding regarding adherence to the DSP policy and work processes.
- 17.6 A hearing will be scheduled within 45 days of the Disabilities Coordinator receiving the review request.
- 17.7 A Notice of Review Hearing will be forwarded to the participant (appellant) by registered mail and/or hand delivered and the Department (respondent) by regular mail to advise them of the date, time and place of the hearing.
- 17.8 Both the participant (appellant) and a representative from the office (respondent) where the review originated will have an opportunity to address the Review Committee.
- 17.9 A decision will be made within 45 days of the completion of the hearing.
- 17.10 Notification of the decision of the Review Committee is forwarded to the participant (appellant) by registered mail and/or hand delivered, and to the Department office (respondent) by regular mail within 45 days of the completion of the hearing.
- 17.11 The original decision of the Department remains in effect unless or until the Review Committee determines otherwise. In the event the review decision is in the favor of the participant then he or she will be reimbursed retroactively by the Department. The decision of the review hearing committee is final and binding for both parties (appellant and respondent).