

THE REVIEW PROCESS

IF YOU
DISAGREE WITH
A DECISION

WHAT IS A REVIEW?

If **you disagree with a decision** that the Ministère de l'Emploi et de la Solidarité sociale has rendered regarding your file, **you are entitled to apply for a review** of the decision.

BEFORE FILING AN APPLICATION FOR REVIEW, YOU MAY:

- ask for explanations about the decision, by contacting the office responsible for your file;
- provide any additional information that could lead to a change in the contested decision.

WHICH DECISIONS ARE ELIGIBLE FOR REVIEW?

Social Assistance Program and Social Solidarity Program

Most decisions may be reviewed, including the following:

- notices of decision (refusal of an application for financial assistance, reduction in benefits, cancellation of benefits, etc.);
- monthly benefit cheque;
- notices of claim (e.g., amount that you must repay to the Minister after failing to declare your real circumstances).

Québec Parental Insurance Plan

All decisions may be reviewed.

Emploi-Québec programs and measures

Only notices of claim may be reviewed.

Certain types of decisions may not be reviewed. The person in charge of your file can provide with you more information.

HOW DO I APPLY FOR A REVIEW?

You have to file your application for review in writing. We suggest that you use an official application for review form, in order to make sure that you provide all of the information required for the study of your application.

IMPORTANT!

Filing an application for review does not suspend the enforcement of the decision being contested.

You can obtain a review form from the office responsible for your file, one of the review offices, or on the Ministère's website at **mess.gouv.qc.ca**.

For the Québec Parental Insurance Plan, you can obtain a review form on the QPIP website at **rqap.gouv.qc.ca**, by contacting the Centre de service à la clientèle (CSC) at **1-888-610-7727**, or by accessing your file online.

Please be sure to attach all of the documents in support of your application for review.

WHEN SHOULD I FILE MY APPLICATION FOR REVIEW?

You must file your application for review within 90 days after being notified of the decision.

Applications for review filed after this 90-day period will be refused unless you can show that you were unable to act earlier.

WHEN WILL I RECEIVE THE REVIEW DECISION?

The review decision is rendered within 90 days following the date of receipt of your application for review. If you want to submit more information or provide us with additional documents, the review period may be extended for another 90 days.

If the review decision is not rendered within 90 days, you can:

- wait for the review office to render a decision;

OR

- contest the decision covered by your application for review directly to the Tribunal administratif du Québec (TAQ).

CAN I CONTEST A REVIEW DECISION?

If you are unhappy with the review decision, you may file an appeal with the Tribunal administratif du Québec (TAQ).

For more information, call **1-800-567-0278** or see the Tribunal administratif du Québec (TAQ) website at **taq.gouv.qc.ca**.

The review offices are independent from the office that rendered the decision you are contesting. Your application for review is processed fairly and confidentially.

IF YOU NEED HELP CONTESTING A DECISION

- The personnel of the Ministère de l'Emploi et de la Solidarité sociale can help you upon request.
- You can also call on an organization or a lawyer of your choice.

QUESTIONS?

Feel free to contact the office responsible for your file.

You can obtain additional information about reviews of decisions on the website of the Ministère de l'Emploi et de la Solidarité at **mess.gouv.qc.ca**.

You can also contact the review office. The contact information for the review office is shown on the acknowledgement of receipt that is sent to you when the office receives your application for review.

Applications for review of Québec Parental Insurance Plan decisions

Telephone: **418-528-6710**
Toll-free: 1-866-423-3249

Applications for review of medical decisions

Telephone: **418-528-6710**
Toll-free: 1-866-423-3249

QUESTIONS? (CONT.)

Applications for review of decisions regarding the Social Assistance Program, the Social Solidarity Program and claims for repayment issued by Emploi-Québec (by administrative region)

- Bas-Saint-Laurent Telephone: **418-528-6710**
- Capitale-Nationale Toll-free: 1-866-423-3249
- Côte-Nord
- Gaspésie-Îles-de-la-Madeleine
- Chaudière-Appalaches

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- Saguenay-Lac-Saint-Jean Telephone: **418-549-0595**
Toll-free: 1-866-809-8683

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- Estrie Telephone: **450-928-7505**
 - Outaouais Toll-free: 1-800-433-7505
 - Laval
 - Montérégie
 - Centre-du-Québec
 - Mauricie

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- Abitibi-Témiscamingue Telephone: **450-569-7511**
 - Nord-du-Québec Toll-free: 1-866-723-1207
 - Lanaudière
 - Laurentides

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- Île-de-Montréal Telephone: **514-873-4313**
Toll-free: 1-866-782-6395

NOTE

This document is for information purposes only and may not be used for legal interpretation purposes.