

THE INTERNAL REVIEW PROCESS

An internal review is an informal review of a decision that was made about the financial assistance that you receive(d). It is an opportunity for Ontario Works to make sure that the rules were correctly followed for your case.

To request an internal review, you should do the following:

- ▣ complete the English version of the “**Request for Internal Review**” form on the back of this document and send it to our office within thirty (30) days of receiving the decision letter
- ▣ make sure you explain why you disagree with the decision that was made
- ▣ keep a copy of your request for an internal review because you may need it later if you decide to appeal the decision to the Social Benefits Tribunal (SBT).

Once we receive your request for an internal review, your file will be reviewed by another Ontario Works staff member (usually a Case Presenting Officer or a Supervisor) who may call you directly for clarifications. You should send any additional information that you think would help in the review. We will give you the results in writing within thirty (30) days of receiving your written request.

If you would like to seek legal advice about this matter, you can contact the community legal aid clinic, the *Clinique juridique populaire de Prescott-Russell inc.* at 1-800-250-9220. Note: You can cancel your request for an internal review. However, if you cancel your request you will no longer be able to appeal the decision to the SBT.

**YOU MUST REQUEST AN INTERNAL REVIEW AND HAVE RECEIVED A DECISION BEFORE YOU CAN
APPEAL TO THE SBT**

THE SOCIAL BENEFITS TRIBUNAL (SBT) APPEAL PROCESS

If you disagree with the result of the internal review you can appeal the decision to the SBT which is an independent Tribunal that reviews Ontario Works decisions. To appeal the internal review decision, you must send an Appeal Form within thirty (30) days of receiving the decision. This form is available at the Ontario Works office or from the:

Social Benefits Tribunal
14th Floor, 655 Bay Street, Toronto ON M7A 2A3
1-800-753-3895 or at www.sbt.gov.on.ca