



Your Right to Appeal

about

If you are on social assistance, or have applied for social assistance, and you do not agree with the way your case was handled, you have the right to appeal in writing to the unit administrator.

What kinds of decisions can I appeal?

You may appeal any decisions made by a ministry employee which you feel are unfair because:

- you were not allowed to apply or reapply for assistance;
- a decision about your application was not made in a reasonable time;
- your application for assistance was denied;
- your benefits were cut off, changed, or held back;
- the amount of assistance granted does not meet your basic needs; or
- you disagree with ministry policy.

You do not have the right to appeal:

- denial of benefits or services provided by another ministry or agency (e.g. Health, community-based organization);
- benefits or services which are not available in the social assistance program; or
- the manner in which they were treated by a ministry employee.

What happens then?

The unit administrator will discuss your case with your worker and his or her supervisor. If they feel the worker made the correct decision, they will arrange for your appeal to be heard by the regional appeal committee.

Who is on this committee?

The regional appeal committee is made up of ordinary citizens who live in your area.

How long before my appeal is heard?

The regional appeal committee will hear your appeal within 30 days from the date your appeal letter was received by the unit administrator.

Who will be at the regional appeal committee hearing?

In addition to committee members, those attending would likely include staff from Social Services, including your worker.

Can I bring someone with me to the appeal hearing?

Yes. If you wish, that person can help you present your appeal.

Who can I bring?

You can bring anyone you choose such as a friend, a spouse or other relative. Someone who comes along to help you present your appeal is called an advocate. If you do not know anyone who could do this for you, talk to your worker.

If you cannot attend the hearing yourself, you can ask an advocate to attend and present your appeal for you. You may also call witnesses and present evidence to support your appeal.

Do advocates get paid?

If you request it, you can receive \$45 to pay your advocate unless the advocate is your spouse or your dependent child.

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For further information about your right to appeal, contact your local Service Centre (listed on the back of this factsheet).

Visit us on our web site and follow the links:

www.socialservices.gov.sk.ca



Recycled Paper

What about the cost of a babysitter?

Costs which are directly related to your appeal may be paid by the ministry. This would include such things as babysitting, meals or travel expenses, if the appeal is outside your community. You must ask if you wish to have these costs covered — they are not covered automatically. You might want to check with your worker ahead of time to find out which costs the ministry will pay and how much they will pay.

Does the appeal committee make a decision right away?

Not usually. You will receive a letter from the regional appeal committee, usually within seven days, informing you of their decision.

If you do not agree with the decision of the regional appeal committee, you may appeal to the provincial Social Services Appeal Board.

How do I appeal to the Social Services Appeal Board?

After you receive your letter from the regional appeal committee informing you of their decision, you have 20 days to appeal to the Social Services Appeal Board.

You must inform the unit administrator in writing that you wish to appeal the decision of the regional appeal committee.

Who is on the Appeal Board?

The Board is made up of citizens who are independent of the ministry.

How long before my appeal is heard?

The Board will hear your appeal within 30 days from the date your letter of appeal is received by the unit administrator.

You may bring someone with you, including an advocate, just as you did when your appeal was heard by the local appeal committee.

The same policy for payment of expenses for such things as babysitting and travel costs applies as it did for your regional appeal.

When will I find out what the Social Services Appeal Board's decision?

You should receive a letter explaining the Board's decision within seven days. The decision of the provincial Social Services Appeal Board is final.

Service Centres

Buffalo Narrows	1-800-667-7685	Melfort	1-800-487-8640
Peterson Avenue	235-1700	107 Crawford Ave. E.	752-6100
Box 220		S0E 1A0	
S0M 0J0			
Creighton	1-800-532-9580	Moose Jaw	694-3647
1st Street East		36 Athabasca Street West	
Box 10		S6H 6V2	
S0P 0A0			
Estevan	637-4550	Nipawin	1-800-487-8594
1219 5th Street		210-1st Street East	862-1700
S4A 2V6		S0E 1E0	
Fort Qu'Appelle	1-800-667-3260	North Battleford	1-877-993-9911
177 Segwun Ave. S	332-3260	405-1146 102nd St.	446-7535
Box 1400		S9A 1E9	
S0G 1S0			
Kindersley	463-5470	Prince Albert	1-800-487-8603
125-1st Avenue East		1288 Central Avenue	953-2345
Box 1658		S6V 4V8	
S0L 1S0			
LaLoche	1-877-371-1131	Regina	787-3700
LaLoche Avenue	822-1711	2045 Broad Street	
Box 70		S4P 3T7	
S0M 1G0			
LaRonge	1-800-567-4066	Rosetown	882-5400
1320 LaRonge Avenue	425-4544	122 - 2nd Ave. W. / Box 38	
Box 359		S0L 2V0	
S0J 1L0			
Lloydminster	1-877-367-7707	Saskatoon	1-877-884-1687
4815 - 50th Street	825-6410	220 Idywyld Dr. S.	933-5960
S9V 0M8		S7K 2H6	
Meadow Lake	1-877-368-8898	Swift Current	778-8219
Unit 5, 101 Railway Pl.	236-7500	350 Cheadle Street West	
S9X 1X6		S9H 4G3	
		Weyburn	848-2404
		110 Souris Avenue N.E.	
		S4H 2Z9	
		Yorkton	1-877-786-3288
		72 Smith Street East	786-1300
		S3N 2Y4	



All locations are wheelchair accessible except for the Fort Qu'Appelle Office.