

How to appeal a decision about Ontario Works (OW)

Step 1 • Internal review

- | | | |
|---|--|--|
| 1 | Ask for the decision in writing | |
| 2 | Ask for an internal review (IR) | Within 30 days of getting the decision, ask for an IR by writing a letter to OW . |
| 3 | Contact your local community legal clinic for help | Find your local community legal clinic by entering your postal code . |
| 4 | Get the IR decision | |

Step 2 • Appeal and hearing

- | | | |
|---|---|--|
| 1 | Send your Appeal Form to the Social Benefits Tribunal (SBT) | <p>You can get an Appeal Form online or by contacting the SBT. You don't have to wait for the decision about your IR to start the appeal.</p> <p>Deadline to send in your Appeal Form:</p> <ul style="list-style-type: none"> • If you get the IR decision within 30 days of asking for an IR, the deadline to send in your Appeal Form is 30 days after you get the decision. • If you don't get the IR decision within 30 days of asking for an IR, the deadline to send in your Appeal Form is 60 days from the date you asked for the IR. <p>If you need financial help while you wait for a decision about your appeal, fill out Part 4 of the Appeal Form. This lets you ask for interim assistance.</p> <p>The SBT sends you a confirmation letter to say they got your Appeal Form.</p> |
| 2 | Get ready for your hearing | Collect evidence to show why the decision is wrong. At least 20 days before the hearing, give a copy of the evidence to the SBT and the office that made the decision. |
| 3 | Go to your hearing | The SBT sends a Notice of Hearing to tell you the date and time of your hearing. The hearing may be in person, by video, or by telephone. |
| 4 | Wait for a decision from the SBT | The SBT should send a decision in the mail within 2 months . If you lose your appeal, talk to a community legal clinic about your options . |

For more information, visit CLEO's Steps to Justice at www.stepstojustice.ca. This is general legal information for people in Ontario, Canada. It is not intended to be used as legal advice.



CLEO

Community Legal Education Ontario
Éducation juridique communautaire Ontario