

The refugee claim process

Port-of-entry claims

Make a [refugee claim](#) when you arrive in Canada at a port-of-entry with Canada Border Services Agency (CBSA).

Eligibility interview

Not eligible

Eligible

If your claim is found ineligible, you may be able to [apply for a Pre-Removal Risk Assessment](#) (PRRA). Some PRRAs include a hearing, others are decided only on the documents and evidence.

[Ask the Federal Court](#) to review the finding that your claim is ineligible within **15 days** of getting the decision.

If your claim is ineligible because of the [Safe Third Country Agreement](#) (STCA) you cannot make a PRRA, and you can be removed. You can [ask the Federal Court](#) to review the decision, but you must act right away.

Your claim is [eligible](#) to be heard at the Refugee Protection Division (RPD). You must [file your completed Basis of Claim](#) (BOC) form with the RPD within **45 days**.

You [may](#) be able to apply to stay in Canada based on [humanitarian and compassionate \(H&C\)](#) reasons. But you cannot make a refugee claim and an H&C application at the same time.

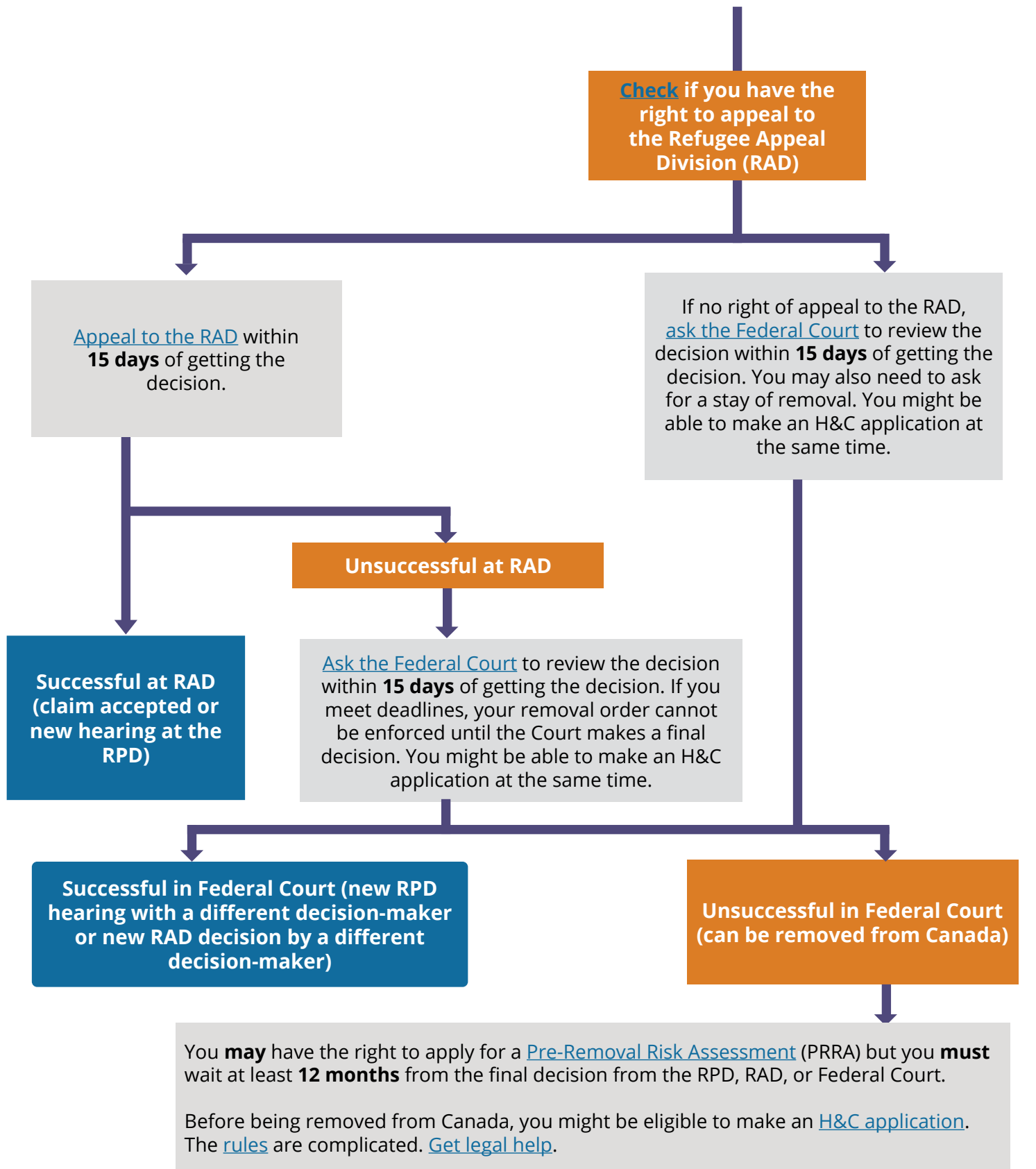
A hearing at the RPD will be scheduled. This can take many months. Some claims can be decided without a formal hearing.

[Prepare for your hearing](#) and file any changes to your BOC and evidence with the RPD **10 days** before your hearing.

Claim accepted at RPD

Claim refused at RPD

[Apply for permanent resident status](#) as a protected person.



Applying for refugee status in Canada is complicated. It is important to try to get legal help. This flow chart provides information about the refugee claim process and time limits. It is not intended to be used as legal advice. In some cases, time limits can be extended. For more information and where to get help, visit Steps to Justice at stepstojustice.ca/refugee-law.

Cette publication est également disponible en français. Vous pourriez avoir droit à des services en français du gouvernement et des fournisseurs désignés. Visitez justicepasapas.ca/droits-linguistiques-francophones.