



Canadian Nuclear
Safety Commission

Commission canadienne
de sûreté nucléaire

Dispute Resolution Mechanism for Fee Administration



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Canada

Dispute Resolution Mechanism for Fee Administration
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For more information on the Canadian Nuclear Safety Commission's Cost Recovery Program,
contact:

Finance and Administration Directorate
Canadian Nuclear Safety Commission
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Ottawa, ON K1P 5S9

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This dispute resolution mechanism addresses complaints regarding the administration of fees. For instance it would include disputes over administrative matters such as fee or hourly rate values, or number of variable units (i.e. number of gauges, devices, locations, rooms, etc) found on licensees' invoices.

1. Any licensee wishing to dispute the fees levied under the Canadian Nuclear Safety Commission (CNSC) *Cost Recovery Fees Regulations* should contact, orally or in writing:

André Joannette
Director General,
Finance and Administration
joannette@cnsccsn.gc.ca

2. If the issue is not resolved to the licensee's satisfaction by the Director General of Finance and Administration, the licensee will be asked to document the issue and submit it for consideration to:

Claude Caron
Vice-President,
Corporate Services
caronc@cnsccsn.gc.ca

The Vice-President, Corporate Services, will investigate the issue and give the licensee an opportunity to present its case in person or in writing. Following this, the Vice-President, Corporate Services, will respond in writing to the licensee.

This process only applies to complaints regarding the administration of fees. A separate dispute resolution addresses disputes over regulatory activity assignments ([Dispute Resolution Mechanism for Regulatory Activity Assignments](#)).

General inquiries on the CNSC Cost Recovery Program can be directed to Ivy Taudien at finance@cnsccsn.gc.ca.