

Citizens' Appeal Panels & The Appeals Secretariat

Process

Alberta Human Resources and Employment supports a comprehensive and efficient appeals process that allows people to appeal financial benefit decisions made by program areas in several provincial government departments.

Citizens' Appeal Panels are made up of citizens-at-large appointed by the Minister of Human Resources and Employment. The panels are located in 30 communities across the province and have approximately 190 appointed members. The panels are independent, quasi-judicial bodies. They hear evidence from parties to an appeal and have the authority to uphold, reverse or vary a decision of the department. The panels must adhere to the provisions in the relevant Act or Regulation.

Decisions that can be appealed

Benefit decisions under the *Income and Employment Supports Act* (including training benefits) of Alberta Human Resources and Employment may be appealed to a Citizens' Appeal Panel.

The same panels hear appeals from benefit decisions made under the *Seniors Benefit Act* and the *Assured Income for the Severely Handicapped Act* administered by the Minister of Seniors and Community Supports. The panels also hear cost-sharing appeals from decisions made under the *Aids to Daily Living Act* administered by the Minister of Health and Wellness.

The Appeals Secretariat of Human Resources and Employment provides leadership, training and support to the Citizens' Appeals Panels. Information is also provided to the public and to departmental program staff on the appeals process.

In addition to the 32 Citizens' Appeal Panels, the Secretariat supports three Dependent Adult Appeal Panels under the authority of the *Dependent Adults Act*. The members of these panels review compulsory care orders issued under the Act.

You can pick up a Notice of Appeal form at any Alberta Human Resources and Employment office or get a printable version online.

To access an application, or for more information:

Click: www.gov.ab.ca/appeals

E-mail: appeals@gov.ab.ca

Call: Edmonton (780) 427-2709
Calgary (403) 297-5636
Red Deer (403) 340-5531
Lethbridge (403) 381-5681

all toll-free by first dialing 310-0000

Fax: 780-422-1088

Come in: 6th Fl. Centre West Building
10035 – 108 Street
Edmonton, Alberta T5J 3E1

24th Floor, Monenco Place
801 - 6 Avenue SW
Calgary, Alberta T2P 3W2

6th Floor, Provincial Building
4920 - 51 Street
Red Deer, Alberta T4N 6K8

4th Floor, Administration Building
909 - 3rd Avenue North
Lethbridge, Alberta T1H 0H5