

SH-F08: REQUESTING AN INTERNAL REVIEW (TO APPEAL A DECISION)
INSTRUCTION SHEET

REQUESTING AN INTERNAL REVIEW (TO APPEAL A DECISION)

The Social Housing Reform Act 2000 allows a household to request an internal review of decisions to ensure that they are consistent with the legislation, regulations and policy directives.

A request for an internal review

- must be in writing,
- must be addressed to the person sending the notice of decision,
- must be made to Chatham-Kent Social Housing (CKSH) or the housing provider making the decision,
- must be received by CKSH or the housing provider within 10 business days after the notice of the decision is received by the member of the household unless an extension (for reason beyond the household's control) is granted by CKSH or the housing provider,
- when in relation to inclusion in the special priority household category, may be requested by only the individual who made the request for inclusion,
- may be withdrawn by giving written notice of withdrawal to CKSH / the housing provider to whom the request was given. The withdrawal is not effective if it is received after the review is completed.

Note: Although not a requirement, prior to completion of the internal review, a presentation to the panel may be requested. Interest in making a presentation must be included in the written request for an internal review. Detailed contact information (i.e. telephone numbers) must be provided in order to schedule the presentation in a timely manner.

When you request an internal review:

- no individual who participated in the making of the decision being reviewed shall participate in the review of that decision,
- the review shall normally be completed within 10 business days after the request for the review is received, unless a determination is made that a longer time frame is required,
- the individuals conducting the review may substitute their decision for the decision being reviewed,
- CKSH / the housing provider shall give written notice of the result of the review to the individuals who requested it within five business days after the review is completed,
- the decision of the person(s) conducting the internal review is final.

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