

Information regarding your application for review

1 What is a review?

A review is a right provided for in the *Act respecting parental insurance* to request a re-examination of a decision by the officer responsible for your file if you are dissatisfied with it. However, an application for review does not stop the decision from being implemented. For example, if the decision indicates that the amount of your cheque will be decreased, the reduction will be maintained until the new decision is handed down.

Your application for review will be assessed based on the facts available at the time the officer responsible for your file issued the decision. If changes have occurred since this time, you must inform us. You can produce any relevant document to support your application.

The review process allows you to present your observations and explain your arguments during a telephone review hearing. A new decision will then be handed down by the review office informing you of the outcome.

The review office will send you confirmation as soon as it receives your application for review. To facilitate communication during the review process, you will be given the coordinates of the person responsible for processing your application, and informed of your obligations and the procedure to follow.

2 Deadline for filing a review application

You have 90 days from the date you received the decision from your CLE to file your review application. If your application is not filed within this period, it will not be accepted, unless you can prove that you were unable to act sooner because of a valid reason or an event that was unforeseeable or beyond your control.

Personnel of the Québec Parental Insurance Plan and the review office have the duty to assist you if you need help filling out your application for review.

3 Steps in processing an application for review

Centre de service à la clientèle

Centre de service à la clientèle will first forward your application to the review office.

Review office

The review office will conduct a review of your application and hand down a decision.

4 Can you be involved in the study of your application for review?

- Yes, you have the right to be heard and to provide any documents and/or information that you consider necessary to defend your point of view.
- You are entitled to be accompanied by a person of your choice, be represented by a lawyer or be assisted by a representative of an organization of your choice.

5 How is the review decision handed down?

The decision will be forwarded to you by mail. A copy will also be sent to your lawyer or, at your request, to the individual or organizational representative who helped you during the review process.

Centre de service à la clientèle also receives a copy of the decision. It is responsible for implementing the decision handed down and, where applicable, paying any amounts owing.

6 Possibility to appeal decisions to the Tribunal administratif du Québec

If you feel that the review decision rendered by the review office is unfounded, you will have 60 days to lodge an appeal with the Tribunal administratif du Québec (TAQ).

If no review decision has been rendered within 90 days following the date of receipt of your application for review, the date on which you presented your observations or the date on which you submitted your documents (if you requested an extended deadline for this purpose), you may submit the contested decision directly to the TAQ.

7 For further information

You may contact an officer of the Québec Parental Insurance Plan or the Bureau des renseignements et plaintes of the Ministère du Travail, de l'Emploi et de la Solidarité sociale at the following numbers:

If you live in the Québec City area: 418-643-4721

Elsewhere in Québec (toll-free): 1 888-643-4721

You can also obtain information on the departmental Web site (www.mtess.gouv.qc.ca), by clicking **Client services** and then **Direction générale adjointe de la révision et des recours administratifs**.

Further information is also available at www.rqap.gouv.qc.ca.