



EMPLOI-QUÉBEC

THE  
ADMINISTRATIVE  
RECONSIDERATION  
PROCESS

IF YOU  
DISAGREE WITH  
A DECISION



Québec 

# WHAT IS ADMINISTRATIVE RECONSIDERATION?

If **you disagree** with a decision that Emploi-Québec has rendered regarding your file, **you are entitled to apply for administrative reconsideration.**

## BEFORE FILING AN APPLICATION FOR ADMINISTRATIVE RECONSIDERATION, YOU MAY:

- ask for explanations about the decision, by contacting the office responsible for your file
- provide any additional information that could lead to a change in the contested decision

## WHICH DECISIONS ARE ELIGIBLE FOR ADMINISTRATIVE RECONSIDERATION?

Most of the following decisions are eligible:

### **Public employment services**

- your individualized plan (employment services or measures)
- financial assistance related to employment measures and services
- eligibility for the Contrat d'intégration au travail measure and the Programme de subventions aux entreprises adaptées
- a failing grade for a non-construction-industry trade
- regulated vocational qualification
- trades covered by the Red Seal Program
- the Workplace Apprenticeship Program

## **Social solidarity services**

- Specific programs (support programs for workers affected by a collective dismissal, for older workers and for pregnant minors without financial resources)
- Advance payments of Supplement to the Work Premium

Certain types of decisions are not eligible for the administrative reconsideration process. However, they may qualify for the review process. Your local employment centre can provide with you more information

## **HOW DO I APPLY FOR ADMINISTRATIVE RECONSIDERATION?**

You must file your application in writing. We suggest that you use an official application for administrative reconsideration form, in order to make sure that you provide all of the information required for the study of your application.

You can obtain a form from your local employment centre or on the Emploi-Québec website: **[www.emploi.quebec.gouv.qc.ca](http://www.emploi.quebec.gouv.qc.ca)**.

## WHEN SHOULD I FILE MY APPLICATION FOR ADMINISTRATIVE RECONSIDERATION?

You must file your application for administrative reconsideration with the local employment centre (CLE) within **30 days** after being notified of the decision.

Applications for administrative reconsideration that are filed after this 30-day period will be refused unless you can show that you were unable to act earlier.

**Your application for administrative reconsideration will be processed fairly and confidentially.**

## WHEN WILL I RECEIVE THE ADMINISTRATIVE RECONSIDERATION DECISION?

The decision will be rendered within 30 days following the date of receipt of your application.

## ADMINISTRATIVE RECONSIDERATION DECISIONS CANNOT BE APPEALED

If you are dissatisfied with the decision rendered following administrative reconsideration, you may file a complaint. To do so, contact the sector that deals with complaints at our Direction des plaintes et des relations avec la clientèle. The number is **1-866-644-2251**.

## IF YOU NEED HELP FILING AN APPLICATION FOR ADMINISTRATIVE RECONSIDERATION

The employees at your local employment centre (CLE) can assist you.

## QUESTIONS?

Feel free to contact your local employment centre.

You will find additional information about administrative reconsideration on the Emploi-Québec website:

**[www.emploi.quebec.gouv.qc.ca](http://www.emploi.quebec.gouv.qc.ca)**.

You can also contact the Centre de communication avec la clientèle at the following toll-free number: **1-877-767-8773**.

### NOTE

This general information document cannot be used for legal interpretation purposes.