

IMPORTANT

You may apply for administrative reconsideration of your file if you disagree with a decision that has been rendered concerning one of the following:

Public Employment Services and Aim for Employment Program

- Not being eligible for employment, measures and services
- Financial assistance associated with employment measures and services
- Not being eligible for the Contrat d'intégration au travail measure or one of its components
- Not being eligible for the Programme de subventions aux entreprises adaptées
- Not being eligible as an apprentice under the Workplace Apprenticeship Program
- Being required to participate in the Aim for Employment Program
- Your application to participate in the Aim for Employment Program was refused
- Your Labour Market Entry Plan (Aim for Employment Program)
- Financial assistance connected to the activities entered in your Labour Market Entry Plan (Aim for Employment Program)
- Not being eligible for the Employment Retention Bonus

Vocational qualification

- Compulsory qualification
- Qualification related to the Red Seal Program

You must submit your application in writing **within 30 days following receipt of the decision you wish to contest.**

Complete the application form, sign it and send it to a **local employment centre (CLE) or Services Québec office.**

To find the address and telephone number of a CLE or office, use the Local employment centre (CLE) locator at Quebec.ca.

If you need information to fill out your application form, call the Centre de communication avec la clientèle at 1-877-767-8773 or go to a **local employment centre (CLE) or a Services Québec office.**

Complete the application form, sign it and send it to:

Centre administratif de la qualification professionnelle

The address and other contact information are indicated in the letter you received informing you of the decision you wish to contest. You can also find the information on the Quebec.ca website.

You can also obtain information on the Ministère's website at:

www.emploi.quebec.gouv.qc.ca/guide_mesures_services/11_Reexamen_administratif/Politique_Reexamen_administratif.pdf (French only)

PROCESSING STEPS

Public Employment Services and Aim for Employment Program

1. The decision will be reassessed by an employee at the local employment centre (CLE) or Services Québec office.
At this point, the decision could be amended if your application is justified.
2. If the decision is upheld, it will be forwarded to our Service de réexamen administratif (at our the Direction des plaintes et des relations avec la clientèle) for administrative reconsideration.
3. You will be notified of the decision in writing, within 30 days following receipt of your application for administrative reconsideration.

Vocational qualification

1. Our Service de réexamen administratif (at our Direction des plaintes et des relations avec la clientèle) will notify you of the administrative reconsideration decision in writing, within 30 days following receipt of your application for administrative reconsideration.

DECISION

A decision will be rendered in writing within 30 days following receipt of your application for administrative reconsideration. Administrative reconsideration decisions are final and may not be appealed.

PROTECTION OF PERSONAL INFORMATION

The Ministère du Travail, de l'Emploi et de la Solidarité sociale requires the personal information that it gathers in order to carry out its duties and functions. Access to the information is restricted to the persons who are authorized to consult it as part of their employment duties. Failure to provide information could result in the refusal of your application. You are entitled to be informed about the information concerning you held by the Ministère du Travail, de l'Emploi et de la Solidarité sociale, to receive such information and to request corrections by contacting the person in charge of access to documents and the protection of personal information.

