

WHAT TO DO IF YOU DISAGREE WITH VAC'S DECISION

1  If you did not get a letter, ask for one. **YOU HAVE THE RIGHT TO GET A DECISION IN WRITING.**

2  Read the letter carefully. If you do not understand the decision, [call VAC or send a secure message on MY VAC ACCOUNT \(MVA\) to ask for more information.](#) If the explanation provided is still unclear, [contact the Office of the Veterans Ombudsman.](#) **YOU HAVE THE RIGHT TO KNOW WHAT INFORMATION WAS USED TO MAKE THE DECISION AND HOW IT WAS USED.**

WHAT NEXT?

The process depends on if the decision goes to the Veterans Review and Appeal Board (VRAB) or not.

Decisions that go to the
Veterans Review and
Appeal Board (VRAB)

All Other Decisions



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Decisions that go to the Veterans Review and Appeal Board (VRAB)

TYPE OF BENEFIT

WHERE YOUR APPEAL GOES

DISABILITY BENEFITS UNDER THE VETERANS WELL-BEING ACT

Disability Award
Critical Injury Benefit
Death Benefit
Clothing Allowance
Detention Benefit

[Departmental Review \(VAC\)](#)

[VRAB Review](#)

[VRAB Appeal](#)

DISABILITY BENEFITS UNDER THE PENSION ACT

Disability Pension
Exceptional Incapacity Allowance
Attendance Allowance
Clothing Allowance
Prisoner of War

[Departmental Review \(VAC\)](#)

[VRAB Review](#)

[VRAB Appeal](#)

WAR VETERANS ALLOWANCE

First Level Review Committee (VAC Regional Director
General Client Redress)

[VRAB Appeal](#)

NEXT STEPS & TIPS

- 1 Review the options in your decision letter.
- 2 If you have questions or don't understand the letter, contact VAC for clarification.
- 3 If you have new evidence you may wish to contact the [Bureau of Pensions Advocates \(BPA\)](#) or the [Royal Canadian Legion](#) for help requesting a Departmental Review.
- 4 If you want to apply to the VRAB for a Review or Appeal, support is also available from the [BPA](#) or the [Legion](#).
- 5 If you are dissatisfied with a final-and-binding Appeal decision, you can apply to the VRAB for a Reconsideration if new, credible, and relevant evidence comes to light at a later date, or if an error in fact or law is found in the Appeal decision. Speak to your BPA or Legion representative for support.



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All Other Decisions



TYPE OF BENEFIT

WHERE YOUR APPEAL GOES

Healthcare Veterans independence Program (VIP) Long-Term Care (LTC) Health Related Travel Disability Pensioners Treatment Allowances	VAC National First Level Appeal VAC National Second Level Appeal
Career Transition Services Education and Training Benefit Rehabilitation Services Vocational Assistance Caregiver Recognition Benefit Financial Benefits (Earnings Loss Benefit, Canadian Forces Income Support Benefit, Supplementary Retirement Benefit, Retirement Income Security Benefit, Career Impact Allowance & Career Impact Allowance Supplement)	VAC National First Level Appeal VAC National Second Level Appeal
Public Service Priority Hiring: Service Determination	Reviewed by a different VAC Benefits Operations adjudicator
Last Post Fund: Means-testing / Insufficiency of Funds	1 st level review: Executive Director, Last Post Fund 2 nd level review: Director, Commemoration Operations
Last Post Fund: Matter-of-Right	1 st level review: Director of Commemoration Operations 2 nd level review: DG, Commemoration
Education Assistance Program (children of deceased Veterans/CAF members)	Reviewed by the Director, Benefits Operations
Trust/Emergency Funds	Reviewed by a Program Officer, Trusts and Insurance Benefits Adjudicating and Processing
Veterans Emergency Fund	Reconsideration: Benefits Adjudication and Processing

NEXT STEPS & TIPS

- 1 If you have new or different supporting evidence that was not listed in the decision letter from VAC and/or evidence that may not have been considered, **CONTACT VAC TO DETERMINE IF A NEW DECISION CAN BE MADE OR IF A REVIEW/ APPEAL** should be requested.
- 2 If you see all relevant evidence listed in the decision letter or VAC confirms that your next step is a review/ appeal, your decision letter should tell you how long you have to request a review/appeal. If you need more time, contact VAC as soon as possible to request an extension.
- 3 Here are some things to keep in mind when submitting your request for review/appeal:
 - All evidence and reasons must be provided **IN WRITING**; there is no hearing.
 - VAC does not normally contact you or your medical provider for additional information. Therefore, **INCLUDE ALL RELEVANT DETAILS**.
 - Do not simply request a review, **EXPLAIN WHY YOU BELIEVE THE DECISION WAS INCORRECT**.
 - When possible and if applicable, explain how your need for the benefit is **LINKED TO YOUR PENSIONED/AWARDED CONDITION**. Medical evidence from a qualified health care professional will strengthen your appeal.



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