# WHAT TO DO IF YOU DISAGREE WITH VAC'S DECISION



**DECISION IN WRITING.** 



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** 





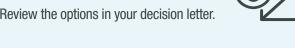
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# Decisions that go to the <u>Veterans Review and</u> **Appeal Board (VRAB)**

### **NEXT STEPS & TIPS WHERE YOUR APPEAL GOES** TYPE OF BENEFIT

DISABILITY BENEFITS UNDER THE VETERANS WELL-BEING ACT	Departmental Review (VAC)  VRAB Review
Disability Award Critical Injury Benefit Death Benefit Clothing Allowance Detention Benefit	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

Review the options in your decision letter.



If you have questions or don't understand the letter, contact VAC for clarification.



If you want to apply to the VRAB for a Review or Appeal, support is also available from the BPA or the Legion.



If you are dissatisfied with a final-andbinding 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.



### **All Other Decisions**



#### TYPE OF BENEFIT

#### **WHERE YOUR APPEAL GOES**

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)  Public Service Priority Hiring: Service Determination  Last Post Fund: Means-testing / Insufficiency of Funds  Last Post Fund: Means-testing / Insufficiency of Funds  Last Post Fund: Matter-of-Right  1st level review: Director, Commemoration Operations  Last Post Fund: Matter-of-Right  1st level review: Director of Commemoration Operations  2nd level review: DG, Commemoration  Education Assistance Program (children of deceased Veterans/CAF members)  Trust/Emergency Funds  Reviewed by a Program Officer, Trusts and Insurance Benefits Adjudicating and Processing  VAC National First Level Appeal  VAC National Second Level Appeal  VAC National Second Level Appeal	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
Last Post Fund: Means-testing / Insufficiency of Funds  1st level review: Executive Director, Last Post Fund 2nd level review: Director, Commemoration Operations  1st level review: Director of Commemoration Operations 2nd level review: DG, Commemoration  Education Assistance Program (children of deceased Veterans/CAF members)  Reviewed by the Director, Benefits Operations  Reviewed by a Program Officer, Trusts and Insurance Benefits Adjudicating and Processing	Education and Training Benefit Rehabilitation Services Vocational Assistance Caregiver Recognition Benefit	
2nd level review: Director, Commemoration Operations  1st level review: Director of Commemoration Operations 2nd level review: DG, Commemoration  Education Assistance Program (children of deceased Veterans/CAF members)  Reviewed by the Director, Benefits Operations  Reviewed by a Program Officer, Trusts and Insurance Benefits Adjudicating and Processing	Public Service Priority Hiring: Service Determination	Reviewed by a different VAC Benefits Operations adjudicato
2nd level review: DG, Commemoration  Education Assistance Program (children of deceased Veterans/CAF members)  Trust/Emergency Funds  Reviewed by the Director, Benefits Operations  Reviewed by a Program Officer, Trusts and Insurance Benefits Adjudicating and Processing	Last Post Fund: Means-testing / Insufficiency of Funds	
Veterans/CAF members)  Trust/Emergency Funds  Reviewed by a Program Officer, Trusts and Insurance Benefits Adjudicating and Processing	Last Post Fund: Matter-of-Right	· ·
Benefits Adjudicating and Processing	o (	Reviewed by the Director, Benefits Operations
Veterans Emergency Fund Reconsideration: Benefits Adjudication and Processing	Trust/Emergency Funds	
	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.
- 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.
- 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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