

Lambton County Community Services Housing Services Department Policy and Procedure Manual

SUBJECT: Internal Review	INDEX NO.: 2.002
EFFECTIVE: 01/05/02	APPROVED: 01/05/02
	REVISED: 04/10/07

Policy:

Occupants have the right to appeal decisions made by the Housing Services Department in respect to:

- Refusal to Offer a unit

Procedure:

The request for an internal review must

- be in writing (use Request for Appeal Index 3.007) and addressed to the person sending notice of the decision
- be received by the Housing Services Department within 10 business days after the day the notice of the decision is received by the member of the household. This time frame may be extended by the Housing Services Department if it is satisfied that the member of the household acted in good faith and was unable to comply with the above time frame because of absence, accident, illness or some other reason beyond the member's control
- be given only by the individual who made the request

After a request for an internal review is received the service manager, housing provider or lead agency must disclose the information that led to the decision to the person who made the request. This information must be provided to the individual at least 24 hours prior to the date and time that the internal review is scheduled for.

The request for an internal review may be withdrawn by giving written notice of the withdrawal to the person whom the request for an internal review was sent.

Internal Review Process

- The review is to be conducted by a panel of three supervisors and/or managers of the County of Lambton.
- No individual who participated in making the decision being reviewed shall participate in the review of the decision.

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- The review shall be completed within 10 business days after the request for the review is received.
- The review shall be completed within 5 business days after the request for the review is received if,
 - a) the decision is with respect to a request for inclusion in the special priority household category; or
 - b) the decision is with respect to an application for rent-geared-to-income assistance with which a request for inclusion in the special priority household category was made
- The Applicant or Occupant Household may make a presentation to the internal review panel if requested prior to the internal review

Written notice of the result of the review, prepared by a person designated by the panel and signed by the Manager, shall be given to the individuals who requested it within five business days after the review is completed. The notice will be given to all members of the household who are 16 years old or older either individually or addressed to all the members of the household.

The notice shall be given to a person by:

- giving the notice directly to the person
- leaving the notice at the last known address of the person, either in a place that appears to be for incoming mail or with an individual who appears to be 16 years of age or older; or
- mailing the notice to the person to the last known address of the person

The Internal Review Panel decision is final.