

Appeals

The Appeals Policy outlines how to submit appeals and how Civida responds to appeals.

Grounds for an appeal

- Only program or policy decisions may be appealed.
- You **can** appeal a decision about:
 - An application for housing.
 - An assessment or decision about your household, including housing need or point score.
 - How a government or internal Civida policy was applied, including calculation of rent, rent adjustment, or subsidy.
- You **cannot** appeal a government policy or legislation as it currently stands.
- This policy **does not** apply to complaints about programs, services or the conduct of Civida staff or contractors.
- For maintenance appeals, please contact the maintenance department.

Appeals process

- Appeals will be treated as confidential.
- Appeals are reviewed by the Manager responsible for the area of the decision.
- You will receive a letter explaining their decision.
- You may choose to appeal their decision. This can be done through the same process (see steps to file an appeal).
- If you decide to resubmit, your appeal will go to a higher level of authority at Civida.

If you need help deciding what or how to appeal, please email us at appeals@civida.ca.

Steps to file an appeal

- When able to, appeals must be sent by email to appeals@civida.ca.
- If you do not have access to email, you may submit a written letter requesting an appeal.

- Please include the following information:
 - your name
 - date of birth
 - tenant code
 - date of decision letter being appealed
 - description of the issue in dispute and why you are appealing
- Please also indicate if you consent to receive emails about your appeal.
- You can choose to have a representative make an appeal on your behalf. If applicable, please include your representative's name on your submission. You must have a [Consent to Release Form](#) with the representative named.

At any time, you can bring your concern to your government representative. This includes a City Councillor, Member of the Legislative Assembly (MLA), the Minister of Seniors and Housing, or the Ministry of Seniors and Housing.

Please note, if you have already submitted your appeal to us, we will inform the government representative that we are reviewing your appeal and

no further details will be available until a decision is made.

This does not apply to issues brought to the Office of the Information and Privacy Commissioner, Alberta Human Rights Commission, Residential Tenancies Dispute Resolution, or your lawyer, if applicable.