

# The PDD Appeal Process

Sometimes an agency worker or PDD staff member may make a decision that affects an individual that the individual does not agree with.

If the decision was made by staff of a service provider, that decision can be appealed through the service provider's appeal process.

If the decision was made by PDD staff, that decision can be appealed through the PDD Program Appeal Secretariat.

To appeal to the PDD Program Appeal Secretariat, you must fill out a **PDD Program Notice of Appeal** form and mail it within 30 days of being told of the PDD decision to:

PDD Appeal Secretariat  
3rd Floor Peace Hills Trust Tower  
10011 109 Street Edmonton AB T5J 3S8  
or fax it to (780) 644-1891

The Notice of Appeal form asks about your concern and whether you would agree to have your concern referred to a Dispute Resolution process.

If you agree to use the Dispute Resolution process your concern will be referred to the CEO of the PDD Community Board who will arrange to talk to you about your concern. The Dispute Resolution process may also involve a provincial mediator who can work to try to resolve the concern.

If you don't agree to have your concern referred to a Dispute Resolution process, or if that process is not able to satisfactorily resolve your concern within 45 days, your appeal will be referred to an Appeal Panel of

up to 3 members. The Appeal Panel will meet with you in a location near you and listen to your view. They will talk about the situation and let you know their decision in writing usually within a month of the hearing date.

An appeal panel can change, agree with, or reverse a Community Board decision. An appeal panel cannot hear appeals on community board decisions to:

- enter into a contract with a service provider,
- end a contract with a service provider,
- change a contract with a service provider.

Appeal panel decisions are final.

To get more information about the appeal process, or to get a Notice of Appeal form, contact the Appeal Secretariat at (780) 644-1891 or a PDD Central Region office.

Camrose	780.679-5058
Drumheller	403.823-1653
Lloydminster	306.820-4257
Olds	403.556-4200
Red Deer	403.340-5003
Rocky	403.845-8393
Vermilion	780.853-8209
Wainwright	780.842-7501
Wetaskiwin	780.361-4532
Regional Office	403.340-5003

(Call toll-free using 310-0000)

More information about Appeals is also available from the PDD Central Region Board website at [www.pdd.org/central/program/disputeprocess.shtml](http://www.pdd.org/central/program/disputeprocess.shtml)