

SOCIAL SERVICES APPEAL BOARD POLICY ON NO-SHOWS AND DID NOT CONFIRMS

There is a significant operational impact on the Board when a hearing is cancelled because the appellant does not confirm his attendance, or does confirm his attendance but subsequently does not attend the hearing. These cancellations affect the ability of the SSAB to schedule other appeals within the 30-day legislated time limit, inconvenience Board members and result in unnecessary expenditures for the Board.

To reduce the number of hearings cancelled because appellants do not confirm their attendance on time, or do not show up for their hearing, the Board has adopted the following policy:

- Appellants must confirm their attendance with the Board two working days before their hearing.
- If the hearing is scheduled for a place outside Winnipeg and the appellant does not call two working days before his or her hearing, the hearing will be cancelled and the appeal will be dismissed.
- If the hearing is scheduled for Winnipeg and the appellant does not call by 2 p.m. the day before the hearing, the hearing will be cancelled and the appeal will be dismissed.
- Subject to the Board's discretion, if the appellant did not call to confirm his or her attendance, but shows up at the place and time scheduled for the hearing, the hearing will not be held.
- If the appellant calls to confirm he or she will attend the hearing, but does not show up at the hearing, the appeal will be dismissed.
- If an appellant who does not attend a scheduled hearing contacts the SSAB office the day of the hearing and provides a legitimate reason for missing the hearing, the hearing will be rescheduled. The reason for non-attendance must be reasonably unforeseeable, such as illness, a death in the family, or transportation problems on the way to the hearing.
- If an appellant does not show up for his or her hearing and does not call on the day of the hearing with a legitimate reason for missing the hearing, the appeal will not be rescheduled unless the appellant writes a letter to the Board explaining the reason for non-attendance, and requesting the file be reopened. The Board will decide if the file should be reopened.