

Requesting a formal review of a decision

PGT information sheet

Introduction

Part of the Public Guardian and Trustee (PGT) service to clients is making sure the processes we follow, services we provide, and decisions we make are fair. If you continue to have concerns at the conclusion of the [complaints process](#) and you have received a response in writing from the executive director of the division where you are being served, you may ask for a further review of the decision through our formal process.

Fairness Principles

Decisions and reviews of decisions made by the PGT are guided by the principles of fairness. These include:

- People are treated with respect and courtesy
- Staff are honest and open and share information wherever possible
- Decisions are made without bias and staff follow the rules (policy, procedure and practices) that apply
- Staff give clear and meaningful reasons for decisions to the people that are affected so they can understand how and why a decision was made
- Notice of the decisions is given, to allow for the opportunity to provide further information
- Decisions are made in a timely manner
- Confidentiality and privacy are maintained
- Mistakes are acknowledged and we will look to fix errors made where possible

How decisions are made

Decisions are made according to the law, PGT policy and procedure, information we have collected and each client's unique needs and circumstances.

Who can request a review through this formal process?

You may request a review if you are a PGT client, or you receive PGT services (for example, beneficiary under a trust, administrator or executor of an estate).

You may also request a review if you have the legal authority to act on behalf of a client of the PGT. For example, you are the parent or guardian of child or youth being served by the PGT, or you are the private committee for a vulnerable adult.

If you are someone else other than a client or someone with the legal authority to act on behalf of a client, you may request a review. However, we will consider your complaint to be submitted on your behalf, not on behalf of the client. The PGT will not be able to share the client's personal information with you but we can provide information about our decision making process.

When to request a review

You may request a review if you meet the above criteria about who can request a formal review and all of the following are also true:

- You disagree with a decision that has been made
- You have described the reasons why you disagree with the decision

- You have discussed the matter with the executive director of the division that delivers service to you or the person you represent and you have received a written response from the executive director providing a full explanation that outlines the reasons for the decision

What cannot be considered under this process?

This process does not apply to situations that are before a court or other legal proceeding.

The review process

A review of a decision is a formal process by a committee chaired by the Deputy Public Guardian and Trustee. Here's an outline of the review process:

- We will notify you that your request has been received and tell you when to expect a response
- The Review Committee reviews your request and makes a recommendation to the Deputy Public Guardian and Trustee regarding your concerns
- The Deputy Public Guardian and Trustee considers the recommendation and makes the final decision. The Deputy Public Guardian and Trustee may decide to:
 - Confirm the original decision
 - Reverse the original decision
 - Alter the original decision
- We will notify you in writing of our final decision

Timelines

We respond in writing within 60 days of receiving your application and determining that it is eligible for consideration by the review committee. You will receive a letter confirming that your application has been received and the date you can expect to receive a written reply.

How to request a formal review

To request a review, please complete the **Review application form** on the following pages.

Please provide us with all of the relevant information you have available to you and please be specific about your concerns. We will contact you if we require additional information which may extend the timeline for completing the review.

You have 3 options for submitting your completed application form:

- 1. Mail:** Review Committee, c/o Deputy Public Guardian and Trustee, 700-808 West Hastings Street Vancouver, BC V6C 3L3
- 2. Fax:** 604-775-0207
- 3. Email:** mail@trustee.bc.ca

If you have any questions about the review process or about completing this review application form, please contact us at mail@trustee.bc.ca.

Privacy and confidentiality

We are committed to maintaining the confidentiality and security of client information. The collection, use and sharing of personal information must follow B.C. laws. Information is only shared with others when it is in the client's best interest. For example, when it is important to meet the client's needs, some financial information may be shared with health care providers or involved family. This only happens when it is necessary to provide support to the client or for the PGT to carry out its duties. We always consider the client's wishes and situation.

What to do if you are not satisfied with the decision

If you feel the matter is not resolved after the review is complete, you can contact the Office of the B.C. Ombudsperson.

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| Mail | B.C. Ombudsperson PO Box 9039, Stn Prov Govt, Victoria, BC V8W 9A5 |
| Fax | 250-387-0198 |
| Phone | 1-800-567-3247 |

Review application

Name

Date

Phone

Address

Alternate phone

City/Province

Email

Postal code

Name of PGT client for whom the decision was made:

What decision was made?

Why do you disagree with this decision?

Is there anything you would like the Review Committee to consider when reviewing this decision?

What specific change or action would you like resulting from this review?

Please submit your completed application using one of the 3 options outlined on page 2 of this document.

Contact the Public Guardian and Trustee

Greater Vancouver Regional Office

700-808 West Hastings Street
Vancouver, B.C. V6C 3L3

Phone 604-775-1001
Fax 604-660-9498

Interior-North Regional Office

1345 St. Paul Street
Kelowna, B.C. V1Y 2E2

Phone 250-712-7576
Fax 250-712-7578

Vancouver Island Regional Office

1215 Broad Street
Victoria, B.C. V8W 2A4

Phone 250-356-8160
Fax 250-356-7442

Toll free calling

Toll free calling is available through Service BC. After dialing the appropriate number for your area (see below) request to be transferred to the Public Guardian and Trustee.

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|----------------------------|--|
| Vancouver | 604-660-2421 |
| Victoria | 250-387-6121 |
| Other areas in B.C. | 1-800-663-7867 |
| Email | mail@trustee.bc.ca |
| Website | www.trustee.bc.ca |

PGT hours of operation

Monday to Friday 8:30am to 4:30pm