

Service Canada's decision escalation process and complaint process

Service Canada's commitment to employment insurance applicants is that they will issue your first payment no later than 28 days after the date they receive your application, if you have provided them with all the required information and if you are eligible for benefits.

Any time new information comes in on your claim and a decision needs to be made regarding your EI claim, it can take up to 21 days to process.

If Service Canada does not provide a decision within the timelines mentioned above, you may contact a Service Canada agent to have your claim escalated.

The first time Service Canada escalates your claim they will commit to providing you with a decision within five days. If the five days have expired without a decision you may contact Service Canada for a second escalation.

The second time Service Canada escalates your claim they will commit to providing you with a decision within two days. If the two days have expired without a decision you may contact Service Canada for a second escalation.

The third time Service Canada escalates your claim they will commit to providing you with a decision within one day. Sometimes Service Canada will further escalate your claim.

For any further escalations, Service Canada will commit to providing a decision within one day.

To file a complaint about the delivery of service offered by Service Canada, members may contact the Office for Client Satisfaction ("OCS"). The process is explained at www.servicecanada.gc.ca/eng/ocs/index.shtml .

A complaint may be filed with the OCS either online, by telephone, or by mail. Please click on "3. Submit your Feedback" to file your complaint and/or obtain contact information for the OCS.