

## **Processing Times at VRAB**

## Our Commitment to Timely Hearings & Decisions

The Veterans Review and Appeal Board (VRAB) is the arm's-length tribunal that provides an independent avenue of appeal for disability benefits decisions made by Veterans Affairs Canada (VAC).

We offer two levels of redress: Review; and, if the Veteran remains dissatisfied, Appeal.



The Board has demonstrated its commitment to timeliness by establishing meaningful service standards and meeting them for the vast majority of cases.

97 %

84%

How often the Board met its 16week service commitment (from the date a hearing is scheduled to decision) in 2013-14.

How often the Board met its 6week service standard (from the hearing to decision) in 2013-14.

## How long does the process take?

The time can vary depending on a number of factors. Not all of the time is within the Board's control. Let's take a closer look at the different steps, who is responsible for them, and how long they take.<sup>1</sup>

Application registered with VRAB by the Bureau of Pensions Advocates (BPA)

VRAB provides the Statement of Case to BPA

BPA completes case preparation and advises VRAB that they are ready to schedule the hearing

<u>H</u>earing

VRAB mails the decision to the Veteran

35 days

21 days

85 days

31 days

This is the time from when a Veteran receives a VAC decision to when they apply to VRAB. Because there is no time limit to appeal, this could be years. During this time, Veterans have access to free legal advice and representation from the BPA and Legion.

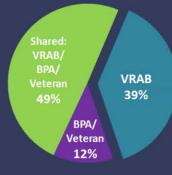
Once VRAB receives the application, it requests documents (the file and service records) necessary for the hearing, and uses them to prepare the Statement of Case.

BPA receives the Statement of Case to share with the Veteran and to prepare for the hearing, which could include seeking additional evidence.

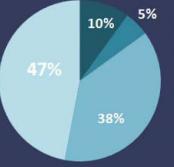
This represents the time shared (VRAB / BPA / Veteran) to schedule the hearing. A date must be found that works for the Veteran, the representative, and VRAB, in one of the many hearing locations across Canada.

After the hearing Board Members come to a decision, which must then be written with clear reasons in plain language. VRAB issues the vast majority of its decisions within 6 weeks of the hearing.

How does this time breakdown among the parties?



How does the Board spend its time?



Requesting File

Requesting Service Documents

Preparing Statement of Case

Preparing Decision

This data represents approximate average times for the Review level in 2013-14.