



Appeals Committee

Item Number 4 – Open Session

Subject: Education: Appeal Issues Series – Accounting Division

Presenter(s): Lucy Arbuckle

Item Type: Information

Date & Time: August 31, 2021 – 15 minutes

Attachment(s): None

PowerPoint(s): Accounting Division Appeals Issue Overview

PURPOSE

The purpose of this item is to provide an overview of the appeal issues Accounting division has administered in the last five fiscal years.

SUMMARY

The Appeals Committee has expressed interest in learning more about each business area's types of issues related to the number of Decisions, Determinations, and administrative hearings. This informational item will provide the Appeals Committee with the requested information relating to various stages of the administrative appeals process.

Between fiscal years 16/17 and 20/21, the Accounting division has issued a total of 44 Decision letters. Of this total, 29 have requested for Executive Review/Determinations. There were no requests for administrative hearings during these fiscal years as of the date of this presentation.

Of the total Decision letters, 68% (30) were related to collection of accounts receivable, 30% (13) were related to eligibility of service credit available for purchase and the cost and payment options associated with the purchase, and 2% (1) were related to refunds.

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The Determination letters followed a similar distribution pattern with 59% (17) relating to collection of accounts receivable, 38% (11) relating to service credit purchase, and 3% (1) relating to refunds.

Staff will provide more details in the oral presentation.