



Dispute Resolution Mechanism for Fee Administration 2018–19

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For more information on the Canadian Nuclear Safety Commission's Cost Recovery Program, contact:

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Dispute Resolution Mechanism for Fee Administration

This dispute resolution mechanism addresses complaints regarding the administration of fees. For instance, it would cover disputes over administrative matters such as fee or hourly rate values, hours or number of variable units (i.e., number of gauges, devices, locations, rooms, etc.) found on licensees' invoices from the Canadian Nuclear Safety Commission (CNSC).

1. Any licensee wishing to dispute the fees levied under the *Canadian Nuclear Safety Commission Cost Recovery Fees Regulations* should contact, orally or in writing:

Nancy Sigouin
Director, Financial Resources Management Division
CNSC
nancy.sigouin@canada.ca

2. If the issue is not resolved to the licensee's satisfaction by the appropriate director, the licensee will be asked to document the issue and submit it for consideration to:

Stéphane Cyr
Vice-President and Chief Financial Officer, Corporate Services Branch
CNSC
stephane.cyr@canada.ca

The Vice-President, Corporate Services Branch, will investigate the issue and give the licensee an opportunity to present its case in person or in writing. Following this, the Vice-President, Corporate Services, will respond in writing to the licensee.

This process only applies to complaints regarding the administration of fees. A separate dispute resolution mechanism addresses disputes over regulatory activity assignments (Dispute Resolution Mechanism for Regulatory Activity Assignments).

General inquiries on the CNSC Cost Recovery Program can be made to the Director of the Financial Resources Management Division at:
cnsf.finance-finance.ccsn@canada.ca.