

Canada-Ontario Orchards and Vineyards Transition Program (OVTP)

How to Request a Review of Agricorp's Decision about your OVTP Application

Agricorp delivers the Plant Removal Project component of the Canada-Ontario Orchards and Vineyards Transition Program (OVTP). As stated in the OVTP Program Guidelines, this includes making decisions regarding program eligibility and program payments.

Applicants who are not satisfied with Agricorp's decision about their OVTP application can request a review of the decision through Agricorp's Issues Review Committee (IRC). The IRC is composed of at least five Agricorp staff members from different areas across the organization.

Purpose of the IRC

The IRC was formed to provide a forum for reviewing customer concerns and/or complaints about certain programs that Agricorp delivers on behalf of the Ontario Ministry of Agriculture, Food and Rural Affairs (OMAFRA).

To Be Eligible for an IRC Review

To be eligible for an IRC review of your OVTP decision, you must be in one or both of the following circumstances:

1. you have applied for the OVTP and have been denied eligibility by Agricorp in whole or in part
– and/or –
2. you have applied for the OVTP and have been accepted, but Agricorp has denied eligibility for one or more payments in whole or in part.

This may include, but is not limited to:

- applications where Agricorp has denied or reduced payments because funding has been received from other sources (e.g., municipal, provincial, federal, or others, including Production Insurance claim payments for tree or vine loss).
- applications where Agricorp has made recoveries to collect pre-existing debts to the Crown. Although you may request a review of the total OVTP payment calculation, the recoveries themselves are not eligible for review.

To Request an IRC Review

To request an IRC review of Agricorp's decision about your OVTP application, please follow the Customer Complaint Process outlined below.

1. Submit a written request explaining why you would like a review. Include any supporting documents or relevant evidence and send your request to Agricorp at the following address:

Attention: IRC Coordinator
Agricorp
1 Stone Road West
Box 3660 Stn Central
Guelph, Ontario
N1H 8M4

Please note that this is an internal review of written requests, and is attended by IRC only.

2. Requests for a review under the OVTP must be made in writing and postmarked within 60 calendar days of the date of Agricorp's initial decision. If the review request concerns one or more payments under the OVTP, the payments at issue will not be made while the review is in progress.
3. Agricorp will send an acknowledgment letter with the date of the next IRC meeting and the expected date of the IRC's decision. The IRC meets monthly.
4. Agricorp's IRC will review the circumstances of each case and make a final decision. A decision letter will be mailed within 10 business days of the IRC meeting.
5. The decision rendered by Agricorp's IRC will be final.