

INTERNAL REVIEW

Table 1: Activity Levels and Decision Outcomes 2011-2013

| Activity Levels | Year | | | | | |
|---|-------|------|-------|------|-------|------|
| | 2011 | | 2012 | | 2013 | |
| Requests Received | 1,274 | | 1,261 | | 1,244 | |
| Requests Cancelled/ Withdrawn | 286 | | 318 | | 276 | |
| Total ¹ | 988 | | 943 | | 968 | |
| Decision Outcomes: | | | | | | |
| | # | % | # | % | # | % |
| Denied | 820 | 81% | 823 | 85% | 771 | 81% |
| Allowed | 89 | 9% | 59 | 6% | 84 | 9% |
| Referred Back | 100 | 10% | 88 | 9% | 96 | 10% |
| Total decisions finalized ¹ | 1,009 | 100% | 970 | 100% | 951 | 100% |

Table 2: Activity Levels and Decision Outcomes 2014-2016

| Activity Levels | Year | | | | | |
|---|-------|------|-------|------|-------|------|
| | 2014 | | 2015 | | 2016 | |
| Requests Received | 1,172 | | 1,109 | | 1,159 | |
| Requests Cancelled/ Withdrawn | 244 | | 213 | | 230 | |
| Total ¹ | 928 | | 896 | | 929 | |
| Decision Outcomes: | | | | | | |
| | # | % | # | % | # | % |
| Denied | 737 | 74% | 634 | 71% | 670 | 72% |
| Allowed | 127 | 13% | 80 | 9% | 53 | 6% |
| Referred Back | 132 | 13% | 180 | 20% | 202 | 22% |
| Total decisions finalized ¹ | 996 | 100% | 894 | 100% | 925 | 100% |

Table 3: Activity Levels and Decision Outcomes 2017-2019

| Activity Levels | Year | | | | | |
|---|----------|----------|----------|----------|----------|----------|
| | 2017 | | 2018 | | 2019 | |
| Requests Received | 1,049 | | 860 | | 871 | |
| Requests Cancelled/ Withdrawn | 199 | | 146 | | 142 | |
| Total ¹ | 850 | | 714 | | 729 | |
| Decision Outcomes: | | | | | | |
| | # | % | # | % | # | % |
| Denied | 600 | 72% | 591 | 75% | 507 | 74% |
| Allowed | 57 | 7% | 28 | 4% | 48 | 7% |
| Referred Back | 176 | 21% | 163 | 21% | 129 | 19% |
| Total decisions finalized ¹ | 833 | 100% | 782 | 100% | 684 | 100% |

Notes

1. Requests are registered based on the date received; November and December requests of a year may not be finalized until the following year. Therefore activity level totals will not equal decision outcome totals, due to carry-over.

If you have questions regarding the above information, please contact an Internal Review Clerk at 709.778.1000 or 1.800.563.9000, or by email at internalreview@workplacnl.ca.