

# ABANDONED APPLICATIONS

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## INTRODUCTION

Occasionally, applicants will abandon their application. This most frequently occurs when individuals file applications (e.g., [duty of fair representation](#) complaints). Often, abandonment takes the form of failing to respond to phone calls and letters requiring additional information or hearing dates. This chapter details the steps Board staff take to bring such files to closure.

## PROCESS FOR CONCLUDING ABANDONED APPLICATIONS

Board staff take to following these steps when they believe an application has been abandoned:

1. The Board officer attempts to contact the applicant by phone. Several calls may be necessary to determine that the applicant will not respond. Document these calls in the LRO comments section of the database.
2. The Board sends a letter to all parties indicating the applicant has failed to respond to previous Board direction and the Board has been unable to contact the applicant by phone. The letter also contains the following sentence:

*If the applicant does not <specific action> by <specific date>, the Board will consider this application abandoned and, therefore withdrawn. Consequently, it may be the Board's intention to take this application before a Chair or Vice-Chair sitting alone for dismissal under Section 16(4)(e) of the Code.*

Frequently, this language propels an applicant into action.

3. If the applicant does not respond by the specified date, discuss the file with the Director or Manager of Settlement.
4. If the Director or Manager agrees, schedule the matter to hearing in front of a Chair or Vice-Chair for review. Recommend dismissal under Section 16(4)(e) of the [Code](#).
5. If the Chair or Vice-Chair dismisses the application, have them indicate the application was abandoned on the hearing summary. Subsequently, notify all parties that the application was abandoned and that the file has been closed.