

After a Rejection Letter has been issued to the Supplier, the OCS may review and consider appeals from the Supplier for one of the following reasons:

- Supplier disagrees with the decision made to reject their product(s) and can make a case for appeal
- OCS systems issues that may have affected the Supplier's ability to successfully submit products. This does not include system failures with Supplier, they must adhere to timelines provided on Doing Business and plan accordingly.

Notes

- Circumstances beyond the control of the OCS, will be assessed on a case-by-case basis.
- Only those Suppliers eligible for submission to the OCS Product Call (See eligibility criteria listed on the [About the Product Call](#) page) may appeal a decision to reject product(s).

STEPS TO APPEAL

Step 1 – Engagement with Category Manager:

Suppliers may request further details regarding the rationale for a rejected product within five (5) business days of receiving a Rejection Letter. Request may be made via email to Cannabis.Submissions@ocs.ca. Category Managers will contact the Supplier to arrange for a meeting to discuss the score that informed the decision to reject product(s) within five (5) business days of receiving an email from the Supplier. The meeting may be held in person or virtually, at the OCS discretion.

Step 2 – Formal Appeal: Following the meeting with an OCS Category Manager, the Supplier may elect to formally appeal the decision within five (5) business days by completing and submitting the [Appeal Form](#). The appeal must include the following information:

- Supplier and Product details (e.g., Supplier Name, SKUs subject to the appeal)
- A detailed statement of the grounds for appeal, including any supporting documentation or information that may support the appeal and provide rationale for why the original score should be significantly increased.

Suppliers may not submit an Appeal Form unless they have first completed Step 1. Appeal Forms must be sent via email to Cannabis.Submissions@ocs.ca.

Step 3 – Appeal Consideration: Upon receipt of the appeal, OCS Product Submission Appeals Committee will conduct a review of the written appeal and render a decision. Decisions will be based on the updated information provided by the Supplier during Steps 1 and 2, and a new score may be assigned to the product, at the sole discretion of the OCS.

- a. OCS Product Submission Appeals Committee members: Director E-commerce and Digital Experience / Director Supply Chain / Director Quality & Regulatory Compliance / Senior Director Merchandising and Vice President Executive Office

Step 4 – Appeal Decision: The Senior Director - Merchandising will notify the Supplier in writing with the outcome of the decision made as part of Step 3 within five (5) business days. The written response will result in the OCS either:

- Accepting the product(s) for listing; or
- Upholding the initial decision to reject the product(s).