

9912 - 107 Street, Edmonton
P. O. BOX 2415 T5J 2S5
Toll-free fax: 1-800-661-1993
(In Edmonton fax: 427-5863)
Customer Contact Centre 1-866-922-9221

Claim number _____
(for requests from workers or employers about a claim)

Policy number _____
(for requests from employers about a WCB account)

We are committed to treating you fairly. If you feel you have been treated unfairly, please give us a call. We will listen to your concerns and answer any questions you may have.

You can also request a formal fairness review by the Fairness Review Officer through the Fair Process Review Centre—a free service which provides neutral, impartial and independent assistance to you. Find additional information on our website at: <https://www.wcb.ab.ca/claims/review-and-appeals/>. To make your request, complete this form and email it to: fairness@wcb.ab.ca.

Name _____		
Address _____		City/Town _____
Postal Code _____	Telephone Number _____	Email _____

What is the best time to contact you? Morning Afternoon Anytime

Is your fairness concern: Procedural or Behavioural (see reverse side of this form for more information).

Tell us your concerns (include how you felt and the date of the occurrence, if applicable)

What is the outcome you'd like to see happen to resolve your concerns?

Have you spoken to a WCB supervisor or manager about your concerns? Yes No

- If yes, who did you speak with? _____

If you have someone representing your interests on your claim, what is their name? _____

Signed: _____	Dated: _____
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The information requested on this form is collected under Sections 33 (a) and 33 (c) of the *Freedom of Information and protection of Privacy Act* for the purpose of making a formal request for review of a claim decision. If you have questions, please call the Customer Contact Centre as noted at the top of this form.

The Fair Process Review Centre will assess fairness in two categories: procedural and behavioural:

Procedural fairness looks at *how decisions are made*, including whether:

- timely decisions were made and implemented without delay
- effective and timely communication was provided, including being given enough information, notice of a decision, and clear reasons for a decision
- full, correct, and relevant information was always provided
- access to information was provided as appropriate/required
- decisions were made without bias and with consistency and impartiality
- the appropriate forum and opportunity to be heard were provided for you to express your opinion and views

Behavioural fairness looks at how you were treated, including whether WCB staff followed the *Code of Rights and Conduct*, meaning:

- the decision maker treated you with fairness and impartiality
- you were able to participate in decisions affecting you
- your privacy and confidentiality were protected and respected
- you felt listened to and heard
- what could and could not be done was clearly outlined to you
- if a mistake was made, the problem was addressed quickly with an appropriate apology