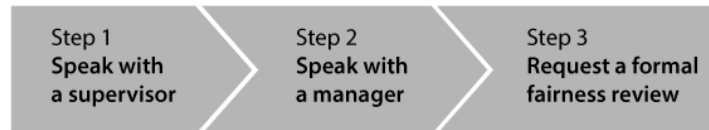


P.O. Box 2415
Edmonton, AB T5J 2S5
Customer Contact Centre: 1-866-922-9221
Fair process Review Centre (direct): 780-498-3247

Every participant in the workers' compensation system deserves to be treated fairly. WCB's [Code of Rights and Conduct](#) explains the rights of workers and employers in their interactions with us. If you feel you were treated unfairly, it is important your concern is resolved at the earliest opportunity; often a service concern can be resolved through collaborative conversation. If you believe you were treated unfairly:



Note: A formal fairness review by the Fair Process Review Centre (FPRC) is a free service and should be **initiated within 60 days of the process or behaviour** that led to your concern. Additional information can be found at: www.wcb.ab.ca/fairness.

To make your request, please complete this form and email it to: fairness@wcb.ab.ca.

IMPORTANT

The FPRC is only able to review concerns about procedural and behavioural fairness. The FPRC *does not have the legislative authority* to review or change worker claim and/or employer account decisions. The internal Dispute Resolution and Decision Review Body (DRDRB) and external Appeals Commission (AC) perform these functions.

Behavioural fairness reviews look 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

Procedural fairness reviews look at *concerns about the process followed to reach a decision* and whether processes followed are consistent with legislation, regulation and policy or procedure. A procedural fairness review does *not* involve a review of the actual decision or outcome itself but *will* evaluate whether:

- timely decisions were made and implemented without delay
- effective and timely communication was provided, including receiving 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
- consistent and impartial decisions were made without bias
- you were given the appropriate forum and opportunity to be heard and to express your opinion and views

I am an: Injured worker Injured worker representative
 Employer Employer representative

Name: _____ Telephone number: _____
Address: _____ City/town: _____
Postal code: _____ Email address: _____
WCB claim number: _____
WCB account number (employers only): _____
Company name (employers only): _____

Important timeline information

- Requests for a formal fairness review should be **initiated within 60 days of the behavioural or procedural action** that led to your concern. This is referred to as the 60-day window.
- If your fairness concern is **outside of the 60-day window** (i.e., 61 – 365 days ago), the fairness review officer may consider extending the time period, provided there is a reasonable explanation for the delay.

*The FPRC **does not conduct fairness reviews more than one year** after the interaction that led to your fairness concern.*

Approximately when did this behavioural or procedural action occur? _____

If this is **outside the 60-day window** (i.e., 61 - 365 days ago), please describe the reason for the delay in asking for a fairness review.

Have you contacted **both** the team supervisor and their unit manager to resolve your concern?

Yes No

- If **no**, please discuss your concerns with them first **before requesting a fairness review**. This is the first step in addressing concerns and is part of WCB's [Code of Rights and Conduct](#). The FPRC will redirect your inquiry to the team supervisor and unit manager and cannot consider a fairness review until this step is complete.
- If **yes**, please provide their **name(s)**, the **date(s)** you discussed your concerns with them and the **description of the conversation(s)** you had.

Please summarize your concern.

Please describe why you feel the actions taken were unfair to you. Be specific and include the date of these actions.

The FPRC **cannot change policies** set by WCB-Alberta and **does not have the legislative authority to review or change worker claim and/or employer account decisions**. The internal Dispute Resolution and Decision Review Body (DRDRB) and external Appeals Commission (AC) perform these functions.

Potential outcomes after a fairness review **may** include:

- an apology,
- a written explanation or detailed breakdown of information,
- addressing a delay,
- recommending a meeting, or
- improvement to a process.

Please describe the outcome or result that you seek from a fairness review.

Signature:

Date:

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 conducting a formal fairness review. If you have questions, please call the Customer Contact Centre as noted at the top of this form.