

# Questioning a WCB-Alberta decision

WCB strives to make decisions that are fair, and it's important to us that you understand all of the decisions that affect your claim. If you would like to have a decision reviewed, please follow the collaborative review process.

## The collaborative review process

### 1. Contact the person who made the decision (adjudicator or case manager)

- They will explain all of the considerations that went into making the decision.
- If there is any additional information that may change the decision, WCB will always consider it.

If there are still concerns then continue to step two of the review process.

### 2. Request a review

Complete this [online form](#) or you can request a paper version by calling toll-free at 1-866-922-9221.

Once WCB receives your request, a supervisor will work with you towards a possible resolution. This collaboration usually resolves most issues, but if you still have concerns, WCB will forward your request to the *Dispute Resolution and Decision Review Body*.

You must submit a request for review within one year from the date of the original decision.

If you are late submitting your request, you may apply in writing to the DRDRB to extend the time period. An extension of the time period may be granted when the DRDRB considers there is a justifiable reason for the delay.

Each case will be judged on its own merit, taking into consideration the reason for delay such as:

- You were unaware of the decision due to a lack of proper notice from WCB and you took reasonable and timely steps to file the request for review once you became aware of the decision.
- You relied on someone else that you trusted to file the request for review on your behalf, and once you became aware that the person had failed to file the request for review, you took reasonable and timely steps to file the request for review.

- You were unable to request a review due to diagnosed mental or physical incapacity or you were prevented from doing so because of some other valid reason.

You should submit documentation to support your reason for the delay. In considering whether to grant the extension or not, the DRDRB will consider your reason for the delay and the overall fairness of granting an extension.

In cases where an extension is granted, the DRDRB may outline conditions, such as the setting of deadlines for certain actions to be done.

### 3. Contact the Dispute Resolution and Decision Review Body (DRDRB)

Before reviewing your file, a review specialist will contact you to:

- Ensure they understand your specific issues and concerns.
- Determine your understanding of the decision.

DRDRB will ensure you have a clear opportunity to outline your issue before the specialist makes an assessment on your case. The review specialist will ask you to determine the best approach to resolve your issue. For example, a telephone/conference meeting may be recommended for more complicated cases that require an in-depth discussion of the decision with the parties involved. After that point, the specialist will review your file and mail a written decision to you once the review has been completed.

## Appealing a DRDRB decision

If you are not satisfied with the results of our review process, you may appeal the DRDRB decision in through the Appeals Commission. If the DRDRB decision is dated prior to Sept. 1, 2018 you have one year to submit your written appeal to the Appeals Commission. If it is dated on or after Sept. 1, 2018, you have two years to submit your appeal.

Contact the Appeals Commission at:

**Appeals Commission**  
**Standard Life Centre**  
**#1100, 10405 Jasper Ave.**  
**Edmonton AB T5J 3N4**  
**[www.appealscommission.ab.ca](http://www.appealscommission.ab.ca)**

## Your claim file

You may receive one copy of your claim at no charge. Simply call our Customer Contact Centre. Subsequent updates to your file are available at no charge.

## Representation

You may acquire representation at any point throughout the review process. You must provide them with written permission to obtain your file and act as your representative. If you choose a lawyer or an advocate as your representative, you are responsible for their fees.

The following are questions you should ask before selecting a representative:

- What experience do you have with WCB-Alberta?
- Do you know and understand the *Workers' Compensation Act* and WCB's policies?
- What services do you provide?
- How much are your services?

## Advisor Office

You may also request a representative from the [Advisor Office](#). Services are available at any point of the review process and are free of charge.

