

Questioning a WCB-Alberta decision

WCB-Alberta strives to make decisions that are fair and it is important to us that you understand all of the decisions affecting your account. If you would like to have a decision reviewed, please follow our collaborative review process.

The Review Process

Contact the person who made the decision

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

If you still have concerns after completing this step then continue with the review process.

Ways to request a review

- Complete a "Request for Review" form (G040), which is available on our website www.wcb.ab.ca/pdfs/global/G040.pdf or can be requested by calling our contact centre.

You must submit a request for review within one year from the time and date of the original decision. This time limit may be extended if there is a justifiable reason for doing so. Each case will be judged on its own merit, taking into account factors including, but not limited to:

- why the review request wasn't initiated within the time period
- amount of time passed between the request and the time limit
- documented history of concerns or issues with the decision
- other circumstances which could have interfered with the review request

Once WCB-Alberta 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-Alberta will forward your request to the *Dispute Resolution and Decision Review Body*.

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 work with you to determine the best

approach to resolve your issue. 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, within *one year* of DRDRB's decision, you may request another review through the Appeals Commission. The Appeals Commission is a separate, government entity that reports to the Minister of Alberta Employment and Immigration.

Contact the Appeals Commission at:

**Appeals Commission
Energy Square Building
#901, 10109 106 Street,
Edmonton, AB, T5J 3L7
www.appealscommission.ab.ca**

You have one year from the date the Dispute Resolution and Decision Review Body's decision was made to appeal to the Appeals Commission.

Review and appeals seminar

We offer employers a seminar to help understand and participate effectively in the appeals process. The seminar covers claims appeals and premium-related appeals, and is designed to provide an overview of the appeals process. For dates and locations call 780-498-4694 in Edmonton or 1-800-498-4964 within Alberta.