

Questioning a WCB-Alberta decision

WCB-Alberta strives to make decisions that are fair, and it's important to us that you understand all of the decisions that affect your account. If you would like to have a decision reviewed, 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-Alberta will always consider it.

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

2. 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 date of the original decision. The 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*.

3. Contact the Dispute Resolution and Decision Review (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 outside of WCB-Alberta

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**

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-Alberta policies?
- What services do you provide?
- How much are your services?

Office of the Appeals Advisor

You may also request a representative from the Office of the Appeals Advisor. Services are available at any point of the review process and are **free of charge**. Please go to <http://www.workeradvocates.ca/> for more information.