



*independent* **advice**

*expert* **assistance**

*professional* **advocacy**

## How can an appeals advisor help you?

All advisors are specialists in interpreting and applying the *Workers' Compensation Act* and WCB policies. They are able to inform you whether you have grounds for review; or they may suggest alternatives to filing an appeal. Your appeals advisor will accompany and represent you at appeals hearings. There is no charge for these services.

Only decisions regarding entitlements under legislation are appealable.

## Do appeals advisors act independently of WCB?

WCB's Board of Directors approved policy 01-07 stating:

The Office of the Appeals Advisor (OAA) is established to provide independent advice, assistance and advocacy services for injured workers, or their dependants, with respect to their entitlements under the *Workers' Compensation Act* and in a manner set out in this policy. These services are available exclusively to injured workers, or their dependants, who wish to seek a review or an appeal of an entitlement decision made by WCB, or who wish to appeal a determination under section 21(3).

## What do I need to do to start resolving my claim?

Contact the Office of the Appeals Advisor in either Edmonton or Calgary.

### **Edmonton:**

500, 10621-100 Avenue  
P.O. Box 1893  
Edmonton, Alberta T5J 2P3  
Phone: (780) 498-8640  
Fax: (780) 498-7870

### **Calgary:**

602, 1701 Centre Street North  
Calgary, Alberta T2E 7Y2  
Phone: (403) 517-6220  
Fax: (403) 517-6221

**E-mail:** [appealsadvisor@wcb.ab.ca](mailto:appealsadvisor@wcb.ab.ca)

### **Toll-free in Alberta:**

dial 1-866-922-9221, then the area code and seven digit number of the office nearest you.

**Out-of-province:** 1-800-661-9608

You will need to provide the OAA with your claim number and a signed Request for Advisor Assistance form as your first order of business. You will be assigned an appeals advisor who will obtain a copy of your file. We will make arrangements to discuss the best approach to deal with your entitlement issues.

If the issue is not resolved at this point, your appeals advisor can assist you in preparing and presenting your case for review by WCB and the Dispute Resolution and Decision Review Body (DRDRB).

Should the decision by the DRDRB not be acceptable to you, your appeals advisor can also prepare your appeal to the Appeals Commission and make written or oral representations on your behalf. Reporting to the Minister of Alberta Employment and Immigration, the Appeals Commission is the final level of appeal for WCB claims.

## How long do I have to request a review of the WCB decision?

You have one year from the date of the decision you disagree with to submit a written request for review. Appeals to the Appeals Commission must also be in writing and submitted within one year of the DRDRB decision.

## Requests for reviews and appeals

Section 11 of the Workers' Compensation Regulation requires claimants to provide the following information:

- (1) *A request for review by a review body appointed under section 45 or 119 of the Act and an appeal to the Appeals Commission must be in writing.*
- (2) *Unless the review body or the Appeals Commission specifies otherwise, the request for review or an appeal must*
  - (a) *set out the date and place of the incident, where applicable, and any other relevant particulars,*
  - (b) *identify each decision to be reviewed or appealed,*
  - (c) *set out the grounds of review or appeal for each decision to be reviewed or appealed, and*
  - (d) *set out the specific relief sought for each decision to be reviewed or appealed.*
- (3) *On a review or an appeal an interested party may be represented by counsel or another agent.*
- (4) *The review body or the Appeals Commission, as the case may be, shall forthwith inform the Board and any other interested party of the request for review or appeal and shall provide to the board and interested parties all information relating to the review or appeal.*



*"...my advisor has assisted me by having my WCB claim brought to a very fair conclusion.... I felt she had my best interests in mind, and was able to bring success to all involved."*

