

## Fairness reviews

We are committed to treating you fairly, and to making fair decisions. Our [Code of Rights and Conduct](#) tells you how we hold ourselves accountable in our interactions with you.

It is important to us that your concerns are resolved at the earliest opportunity. If you feel you have been treated unfairly regarding a claim, we encourage you to call the assigned adjudicator or case manager as soon as possible. If your fairness concern relates to your account, we encourage you to call the person who made the account decision. In both cases, claim or account, the person you speak with will listen to your concerns and answer any questions you may have. You can also ask to speak to a supervisor or manager at any time during the claim.

If this does not resolve your concerns, you can request a formal fairness review by the Fairness Review Officer (FRO) through the Fair Process Review Centre (FPRC).

**Note:** Raising issues with the supervisor or manager is often an effective way to resolve concerns. However, it is *not a pre-requisite* to accessing support from the FRO and FPRC.

### How is fairness assessed?

Fairness is assessed in two main categories: procedural and behavioural.

- Procedural fairness looks at *how decisions are made*:
  - timely decisions were made and implemented without delay.
  - effective and timely communication was provided, including being given enough information, 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/required.
  - decisions were made without bias and with consistency and impartiality.

- the appropriate forum and opportunity to be heard were provided for you to express your opinion and views.
- Behavioural fairness looks at how you were treated (including whether WCB staff followed the Code of Rights and Conduct):
  - 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.

### What is the Fair Process Review Centre (FPRC)?

Requests for fairness reviews are addressed by the Fair Process Review Centre (FPRC), overseen by a Fairness Review Officer (FRO), who provides neutral, impartial and independent assistance to both workers, employers and dependants who feel they were treated unfairly. The FPRC function reports to the Board of Directors. There is no cost to this service.

The FRO and FPRC role is to:

- Uphold the WCB's Code of Rights and Conduct and base their own conduct on the same.
- Conduct thorough, impartial and independent investigation of administrative fairness complaints.
- Recommend solutions that are fair to both you and the organization with a focus on resolution.
- Improve the overall system for all customers, by making recommendations to resolve issues of unfairness to WCB management and the Board of Directors.

- Provide an independent service that is approachable, responsive and free of charge to the workers, employers, dependants and representatives that rely on, or work within, the workers' compensation system.
- Promote fairness within the workers' compensation system through outreach and education opportunities.

### Can the FRO and FPRC change a claim or account-related decision?

The FRO and FPRC, *does not have the legislative authority* to review, change or vary a claim or account-related decision, a decision of the Appeals Commission or a decision of the Medical Panels Commissioner.

If your concern is about a claim or account-related decision, you can request a review of that decision. See the fact sheet, [Questioning a WCB-Alberta decision](#), for more information.

### Will the FPRC review fairness concerns from other areas?

The FPRC can only address fairness concerns related to the practices or conduct of WCB. It cannot review the fairness of processes related to the:

- Medical Panels Commissioner
- Appeals Commission (AC)
- Office of the Information and Privacy Commissioner of Alberta (OIPC)
- Alberta or Canadian Human Rights Commission

### How do I request a formal fairness review?

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

Once the form is received a Fair Process Advisor (FPA) will call you to talk about your concerns. From there, the FPA will work you to address your concerns.

If you remain concerned after the formal fairness review is complete, you can contact the [Alberta Ombudsman](#).

### Is there a time limit to request a fairness review by the FPRC?

We encourage you to reach out as soon as possible if you are concerned about fairness so that we can come to a mutually agreed upon resolution.

You have 60 days from the event or behaviour, that led to your fairness concern, to complete the [Fairness Review form](#).

If you complete the form after 60 days, the Fairness Review Officer may consider extending the time period, provided there is a reasonable explanation for the delay.

The Fairness Review Officer and the Fair Process Review Centre does not conduct fairness reviews more than one year after the event or behaviour that led to the fairness concern.

