



Fair Process Review Centre (FPRC)

Independent, neutral, impartial

What you can expect from the Fair Process Review Centre

Everyone deserves to be treated fairly. WCB's [Code of Rights and Conduct](#) outlines WCB's commitments in their interactions with you. If you feel you were treated unfairly—either from a [behavioural or procedural perspective](#)—there are processes in place to help resolve the issue. This starts with you first sharing your fairness concerns with the supervisor and manager. If your fairness concern is not resolved after speaking to the supervisor and manager, you can request a formal fairness review by the Fair Process Review Centre (FPRC).

Requesting a formal fairness review

Complete the fairness review form (G-302) by submitting it [online](#) or emailing us [a PDF copy](#). This is an important step and is an opportunity for you to express your concern and the resolution (outcome) you are looking for. Please take time to read the information on the form.

Clarity helps us respond effectively

Please be clear and specific when describing the interaction which you feel is unfair. This helps us focus on your concern and ensures we respond to your request for a fairness review effectively and correctly. Vague and general fairness concerns may be misinterpreted causing delays in the review process. The clearer you can express your concern, the better we can respond to you!

Triaging your fairness review request

When we receive your request, we will review the form and call you to explain the process. We may ask additional questions to ensure we clearly understand your concern. This conversation is important because it can help us determine the next steps in responding to your fairness concern. Next steps may include:

- **A referral to the decision review and appeal process** – if your concern is due to a decision made on your account/claim (e.g., you disagree with an account/claim decision and because of that you feel you were treated unfairly), we will advise you to go through the [decision review and appeals process](#). A fairness review does not assess the accuracy of a decision and the Fair Process Review Centre cannot change decisions made by WCB's Customer Service and Employer Services teams.
- **Early resolution** – if you have not discussed your fairness concern with the supervisor and manager, we will give you their contact information or we can forward your concern to them and ask them to reach out. This is part of our early resolution process and is very effective in resolving issues quickly.
- **A review by a fair process advisor** – if your fairness concern is *within scope** and you have tried resolving it with the supervisor and manager, your fairness review request will be assigned to a fair process advisor.

* *Within scope* means your fairness concern:

- is behavioural (*how you were treated*) or procedural (*the process followed to making the decision*) in nature; **and**
- arose from an interaction that occurred **within 60 days** from when you completed your form (e.g., you complete your form on June 30, 2022, and the fairness concern occurred between May 2 – June 30, 2022). If your concern arose from an interaction occurring more than 60

days but less than one year ago, the FPRC *may* be able to address your concern provided there is a reasonable explanation for the delay in reporting it. The FPRC cannot review fairness concerns that occurred more than one year from the date you completed your form.

If your fairness request is not within scope (*e.g., the interaction that caused your fairness concerns occurred more than one year ago*), the fair process advisor will explain any options available to you.

Fairness reviews

The fair process advisor will complete the review. There are three components to this:

1. **A conversation with you to ensure we clearly understand your concerns.** This is important so the advisor can focus on the right concern/issue. Following this conversation, you will receive a letter confirming the concern you would like reviewed. You will also receive updates from the fair process advisor on the progress of the fairness review.
2. **The fair process advisor will review file information.** If you are a worker this is the claim file. If you are an employer this is your account information. Reviewing information is generally limited to the time period in question (see scope definition above). However, there may be times when the fair process advisor will review older information to understand the full context of your fairness concern and ensure a thorough and fair review.
3. **The fair process advisor will contact the supervisor or manager to discuss your concerns.** This is done in the interest of being fair and thorough in the review process.

You can generally expect a fairness review to be completed within 60-90 days once a fair process advisor is assigned. However, **this time frame may vary** depending on the complexity of the issue(s) and volume of information required to review.

When the review is complete, the fair process advisor will send you a letter with the review attached. They will also invite you to call them should you have any questions. In cases where the advisor is making a recommendation to a WCB business area (e.g., Customer Service or Employer Services), the advisor will monitor the implementation of the recommendations. You will receive a confirmation letter once all recommendations are fully implemented.

If you are not happy with the outcome of the fairness review you have the option to contact the [Alberta Ombudsman](#).

Expectations

- We will follow WCB's [Code of Rights and Conduct](#) when communicating with you and when completing the fairness review.
- As a general rule, we would like to speak with you rather than email, as conversation is an effective way to address your questions, add clarity, etc. We are happy to follow up with a written summary of the discussion (which can be an email) for your own record-keeping purposes.
- We ask that you are respectful in your interactions with us. We understand that your fairness concern may cause you to feel frustrated, angry or hurt. Our goal is to work with you and rebuild your trust through productive and respectful conversation.
- You can learn more about what you can expect from us in our [Fairness Review Mandate](#).

If you have questions about the FPRC and/or the fairness review process, please visit our [webpage](#) or email us at fairness@wcb.ab.ca.