

Tips to Resolve Issues

The worker's compensation system can be a complex system and intimidating at times. Good communication with staff involved with your claim or account is key in understanding how and why a decision was made and in addressing any concerns.

The Fair Practices Office (FPO) is here to assist you to resolve issues you may have with the Workers' Compensation Board (WCB), Appeals Commission or Medical Panels Office. Before we can assist you with your concern, we encourage you to address the issue with the staff person most directly responsible for the issue. We understand that it can be difficult to raise issues, so we have developed some tips to make the conversation easier.

Prepare for the conversation

- Raise your concerns as soon as possible and directly with staff.
- Set up a time to speak with the staff member most directly responsible for your issue.
- Review your documents and make notes on the key items you would like to discuss.
- Be clear on what your issue is and what outcome you would like to see.
- Make a list of questions you have regarding your issue i.e. what procedures do you normally follow, what are your service standards, what information was used to make a decision?

Document

- Write down the names of the people you speak with, when you spoke with them and what they said.
- Note the dates that have been provided for responses or delivery of documents. Follow-up if you do not receive them.
- Keep a file of all correspondence and other documentation.

Be Respectful

- Treat people respectfully and courteously.
- Speak calmly in a matter-of-fact tone when explaining your position.
- Avoid emotional outbursts or a lack of control which can lead to additional problems and detract from the issue at hand.

Ask Questions

- Listen actively to what is being said and do not interrupt.
- Ask questions if you do not understand what is being explained.
- Ask for details on a specific policy or procedures.
- Ask if there is a review or an appeal available

Speak to the Supervisor

- If you feel your matter is unresolved, ask to speak with the supervisor or manager.

Contact the FPO

- If you still have questions or think you have been treated unfairly, you can contact the FPO.