

Fair Practices Office

The Fair Practices Office (FPO) receives and responds to inquiries in all areas of the WCB administration. The Fair Practices Officer is an employee of the WCB and reports directly to the Chairperson. The Fair Practices Officer is neutral and impartial and looks into issues of fairness.

The FPO cannot become anyone’s advocate but acts like a watchdog to promote fairness in the WCB’s practices, policies and procedures.

How the FPO can help

- You can file complaints in person, in writing, by phone or e-mail. All inquiries may be kept private upon your request.
- The Fair Practices Officer has the right to see all files, documents and other materials related to the issue being looked into.
- After reviewing information on your file, we can contact the staff member responsible for the decision or action to help resolve it. Prior to contacting a WCB staff member about your inquiry, we will request your permission.
- If an agreement is not reached, the Fair Practices Officer may make a recommendation to the manager(s) to help correct the problem.
- If a recommendation for a change is declined at the management level, the Fair Practices Officer can take the matter to the Chief Executive Officer (CEO). If an acceptable response is not received from the CEO, the Fair Practices Officer may report the matter to the WCB’s Chairperson.

Inquiries could include:

- Delays in decisions, communication, referrals or payments.
- Staff behaviour.
- Spoken and written communications.
- Carrying out appeal decisions.
- Employer accounts.
- Benefit payments.
- Not applying policy correctly.

Inquiries the FPO CANNOT look into:

- Behaviour or a decision of the Board of Directors.
- Issues under appeal and appeal decisions.
- Issues outside of the WCB.
- Changes to the *Workers’ Compensation Act, 2013* or its regulations.
- Issues being handled by the Office of the Workers’ Advocate (OWA), unless the OWA asks us to look into an issue.
- A potential illegal or fraudulent act.
- A decision, recommendation, act or omission that the complainant has known about for more than one year, but has not dealt with before.

