



Who can call the FPO?

- Workers and their dependants.
- Employers.
- Authorized representatives.
- Service providers.
- Unions.
- WCB staff.
- General public.

The Fair Practices Office acts as a resource for workers, employers and the public to address concerns about procedural fairness, staff conduct, communication and delays. The Fair Practices Office does not make or change claim decisions or serve as an advocate. The FPO's goal is to improve service delivery and ensure customers are treated with fairness, dignity, and respect.

The FPO will:
RESPOND to inquiries.
LISTEN to concerns.
RESOLVE issues.

Contact us

Call

Phone: 306.787.8651
Toll free: 1.888.787.8651
Toll free fax: 1.866.787.6751

Email

fairpracticeoffice@wcbsask.com

Mail

200-1881 Scarth St.
Regina, SK S4P 4L1

Online

wcbsask.com/fair-practices-office

Scan here to learn more about the FPO
and watch our educational video.



Why call the Fair Practices Office?



Because fairness matters.

The Fair Practices Office (FPO) is an independent, impartial office within the Saskatchewan Workers' Compensation Board (WCB) that investigates complaints and promotes fairness in the WCB's practices and procedures.



When working with the Saskatchewan Workers' Compensation Board (WCB), there may be times where you:

- Have questions about WCB policies, procedures or practices.
- Disagree with a decision made on a claim file or employer account.
- Feel you have not been treated fairly by your WCB service provider.

The Fair Practices Office (FPO) may be able to help you. Our services are independent, impartial and confidential.

Who we are

The FPO is an independent office within the WCB. We provide impartial assistance to anyone who has questions or concerns about the services they received from the WCB. Inquiries to the FPO are confidential unless you request we speak directly to WCB staff about your concerns.

What we do

The FPO works to promote fairness within WCB policies, procedures and practices. We **respond** to inquiries and **provide information** about WCB processes and policies. We **listen** to concerns raised about:

- Application of policy and procedure.
- Delays in decision-making, communication, payment, etc.
- Employer classification, assessments, experience rating, etc.
- Implementation of appeal and board decisions.
- Staff conduct.
- Vocational rehabilitation services.
- WCB payments and benefits.
- WCB written and verbal communication.

We work with the parties to **find resolution**. In complex cases, we may complete a review and if appropriate, make recommendations to the WCB to address service issues.

What is outside of our scope?

The FPO does not act as advocates for the worker, the employer or the WCB. We are not decision-makers and cannot direct WCB staff. We are not part of the appeal process. The FPO cannot deal with:

- Alleged illegal or fraudulent acts.
- Board member conduct or decisions.
- Changes to *The Workers' Compensation Act, 2013* or its Regulations
- Decisions under appeal or a decision by the appeals department or Board Appeal Tribunal.
- Matters already being dealt with by the Injured Worker Appeal Services, unless requested by the Injured Worker Appeal Services.