

## Employer Appeals

As an employer, you have the right to appeal decisions made by us that affect your employer account.

### The Appeal Process

Your appeal must be made in writing and must include:

- The decision you question.
- The date the decision was made.
- The WCB staff member that made the decision.
- Why you disagree with the decision.
- How you think it should be resolved.
- Any other information to support your position.

There are 3 steps to the appeal process that must be completed in order. A decision must be made at each step before you can move on to the next step.

### Appealing an Injury Claim

Our Operations Division is responsible for injury claims. The appeal process begins there.

#### Step 1: Initial Review

Contact the WCB staff member that made the initial decision on the injured worker's claim. Provide any additional information you feel may have been missed. Many misunderstandings and disagreements can be settled at this stage.

#### Step 2: Appeals Department

If you still don't agree, you can appeal to the Appeals Department. The Appeals Department is independent from the Operations Division.

You can send your appeal by email to [appeals@wcbask.com](mailto:appeals@wcbask.com) or in writing to the Appeals Department at the street address at the top of this fact sheet. The Appeals Department will send you a letter telling you that they received your appeal and when you can expect a decision.

An appeals officer will review all claim information related to the decision or issue you are appealing.

#### Step 3: Board Appeal Tribunal

If you disagree with the decision of the Appeals Department, you can ask for a further appeal by the Board Appeal Tribunal. Send your appeal to the Board Services Department at the street address at the top of this fact sheet.

The decision of the Board Appeal Tribunal is final and binding, unless new information surfaces at a later date. In that case, the Board Appeal Tribunal may agree to revisit your appeal.

For more information on the Board Appeal Tribunal, refer to the detailed fact sheet found on our website at [www.wcbask.com](http://www.wcbask.com).

### Appealing a decision on your Employer Account

Our Employer Services Department is responsible for:

- Employer registration
- Industry classification
- Payroll reporting and premium assessment
- Experience rating.



The process for all Employer Services appeals is as follows:

**Step 1: Initial Review**

Contact the WCB staff member that made the initial decision on your employer account. Provide any additional information you feel may have been missed. Many misunderstandings and disagreements can be settled at this stage.

**Step 2: Assessment Committee**

If you still don't agree, you can appeal to the Assessment Committee. You can send your appeal by email to [askwcb@wcbask.com](mailto:askwcb@wcbask.com) or in writing to the Assessment Committee at the street address at the top of this fact sheet. The Committee will review the file and advise you in writing of their decision.

**Step 3: Board Appeal Tribunal**

If you disagree with the decision of the Assessment Committee, you can ask for a further appeal by the Board Appeal Tribunal. Send your appeal to the Board Services Department at the street address at the top of this fact sheet.

The decision of the Board Appeal Tribunal is final and binding, unless new information surfaces at a later date. In that case, the Board Appeal Tribunal may agree to revisit your appeal.

For more information on the Board Appeal Tribunal, refer to the detailed fact sheet found on our website at [www.wcbask.com](http://www.wcbask.com).

**If you need help**

You can appoint someone to act on your behalf and request information from your employer file or the worker's claim file to help you prepare your appeal. You have to complete forms to do this.

- To appoint someone to represent you, complete and forward an **Authorization Letter of Representation (EREP)** form to the WCB. The form allows us to discuss your confidential information with that person.
- To get copies of the information from your employer file or the worker's claim file you or your representative must submit a **Request for Copy of File** form to us. When you request a copy of a worker's claim file, the worker will be advised of your request and has the right to withhold information that is not relevant.

The forms are on our website. Print them off, complete them and mail or fax them to us. Our mailing address and fax numbers are at the top of this fact sheet.

**Fair Practices Office (FPO)**

The FPO receives complaints and questions about the WCB practices in all areas of service delivery. It cannot review issues that are under appeal. For more information on the FPO office, refer to the detailed fact sheet found on our website.

**WCB Contact Information:**

**Phone**

306.787.4370 or 1.800.667.7590

**Fax**

Injury Claims: 306.787.4311 or 1.866.331.3036

Employer Services: 306.787.4205 or 1.877.220.1671

**Website**

[www.wcbask.com](http://www.wcbask.com)