

**Fairness is:**

**Listening**

**Understanding**

**Timely answers**

**Reasons**

**Respect**

# FAIRNESS

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## THE FAIR PRACTICES OFFICE

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SASKATCHEWAN WORKERS'  
COMPENSATION BOARD

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## Can we help you?

The Fair Practices Office (FPO) receives inquiries about service issues at the Saskatchewan Workers' Compensation Board (WCB). The Fair Practices Officer reports directly to the Chairperson. We are an independent office established within the WCB to address inquiries and issues of service delivery.

## Inquiries or questions

We receive inquiries and questions about the WCB practices in all areas of service delivery. Workers, employers and care providers are welcome to call our office.

We answer your questions about the WCB process. We can explain the policies and procedures that the WCB uses.

## You may request confidentiality

You may request confidentiality with respect to your inquiry with the FPO. If you do, information about your inquiry will not be shared unless you provide permission in the future.

The only exception to this is if there appears to be imminent risk of serious harm, or if there appears to be no other reasonable option, as determined by the Fair Practices Officer.

If you do not request confidentiality, information concerning your inquiry will

be placed on your claim or employer file with the WCB.

## We don't take sides

We try to find solutions to your concerns. We approach our work with an open mind. We are not advocates for the people who approach our office. The Office of the Worker's Advocate may help you if you need an advocate.

## We listen

The first thing we do is listen to you. We will ask you what steps you have already taken to solve the problem. It is important that you explain the problem as you see it and how you think it could be fixed.

## Resolving your concern

Our goal is to respond to your concern. This may include giving you information about the next step in the process. Some concerns can be fixed quickly. More complex concerns may need a detailed file review or investigation. We may suggest the appeal process as a way of resolving some concerns.

## Investigations

We have the authority to investigate inquiries involving services provided by the WCB. We can access WCB records and speak with WCB employees.

## Recommendations

If our investigation finds that you were not treated fairly or that WCB policy was not followed, a recommendation may be made to correct the situation. Prior to making a recommendation, we will request your approval to share your concerns with WCB staff. The FPO also makes recommendations for system improvements which may affect how future claims are handled.

## We are NOT an appeal body

We cannot investigate a question or inquiry that is under appeal to the Appeals Department or the Board Members. We also cannot investigate decisions made by the Appeals Department or the Board Members.

## Typical inquiries

Some of the questions or inquiries that we can help you with are:

- Late payments, phone calls or decisions.
- Helping you understand a WCB decision.
- Helping you to find out why your payments changed or stopped.
- You feel WCB staff have treated you unfairly.
- You think a WCB policy was not followed.
- You think an appeal decision was not followed.