

Fair Process Review Centre (FPRC)

Independent, neutral, impartial

What you can expect from the Fair Process Review Centre

Everyone deserves to be treated fairly. WCB's [Code of Rights and Conduct](#) outlines its commitment to respectful and fair interactions. If you have concerns about administrative fairness, begin by discussing them with the relevant supervisor and manager. If the concern remains unresolved, you may request a formal review through the **Fair Process Review Centre (FPRC)**.

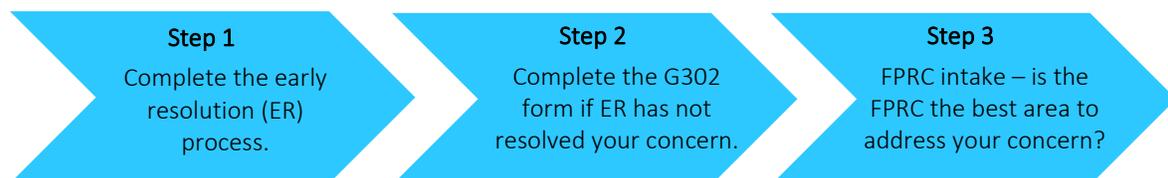
What is administrative fairness?

The FPRC's role focuses on **administrative fairness** to ensure WCB's conduct meets standards of fairness and reasonableness. Central to this are behaviour and procedural practices, which includes:

- Following the existing rules and procedures.
- Providing clear information about processes and decisions.
- Allowing clients to present their views and participate in the decision-making process.
- Making decisions based on relevant information and without bias.
- Offering explanations for decisions and ensuring they are made within a reasonable time frame.
- Treating people with honesty, respect and confidentiality.

Note: The FPRC does not have the legislated authority to review or change claim or account decisions. If you disagree with a decision and wish to see it reviewed or changed (including claim benefits and services, industry classification, etc.), WCB's review and appeal process is the best avenue to address those concerns.

Concerned about administrative fairness? Follow these steps.



Step 1 – early resolution

You must complete the early resolution process before asking the FPRC to look at your concern. This is a mandatory process and is outlined in WCB's Code of Right and Conduct. If you have a concern:

- Discuss it with the staff member's supervisor.
- If it remains unresolved, share your concern with the manager.
- If, after that, your concern is unresolved, you may request a [formal fairness review](#) by the Fair Process Review Centre.

Note: The FPRC can only get involved after you have tried to resolve your concerns with the supervisor and manager. If you have not completed the early resolution process when we receive your inquiry, we will redirect you back to the business area to speak with leadership first.

Step 2 – complete the G-302 form

Complete the fairness review form (G-302) [online](#) or by emailing [a PDF copy](mailto:fairness@wcb.ab.ca) to fairness@wcb.ab.ca. This is a mandatory step and is an opportunity for you to express your concern and the resolution (outcome) you're looking for. Please take time to read the information on the form. We cannot proceed with intake without the completed form.

- *Be clear and specific when describing your concern.* This helps us understand your point of view and respond accurately. Focus on the most important areas of your concern (i.e., what impacted you the most). We will contact you if we need additional information.

Step 3 – FPRC intake

When we receive your request, we will review the form and contact you to explain the process. We may ask additional questions to ensure we clearly understand your concern. This conversation is important because it helps us determine the next steps. Next steps may include:

- *Redirection to WCB's decision review and appeal process* – If you feel you were treated unfairly because you disagree with an claim/account decision, we will advise you to go through WCB's [decision review and appeals process](#), which is specifically designed to address decision-related concerns.
- *Directing you to the Alberta Ombudsman* – The FPRC cannot review any concerns arising from events or behaviours occurring more than one year from the date on the G-302 form. In these cases, you can take your administrative fairness concern to the Alberta Ombudsman.
- *Assignment to a fair process advisor* – The advisor will:
 - Confirm if the early resolution process is complete and, if not, will discuss next steps with you.
 - Review the outcome of the early resolution process to determine if the FPRC can offer anything more.

Note: The fair process advisor has the discretion to choose not to do a formal fairness review if the outcomes you desire are not something the FPRC cannot deliver on (e.g., human resource actions) or if there is nothing more the FPRC can offer following your early resolution with the business area.

- Review your concerns and summarize them as guided by administrative fairness principles (e.g., participation rights, adequate reasoning, duty of fairness, etc.). This helps you and the business area clearly understand the fairness concerns and evidence needed to see if there's a gap. This step—called “defining the scope”—lays the groundwork for deciding whether a fairness review is needed and, if so, what it will focus on.

Fairness reviews

There are four key components to a fairness review:

1. *A conversation with you to confirm the administrative fairness concerns.* Following this conversation, you will receive a letter confirming this discussion. You will also receive updates from the fair process advisor on the progress of the fairness review.

2. **Review claim/account information.** If you are a worker, this is your claim file. If you are an employer, this is your account information. The fair process advisor does not do entire claim/account review.

They do not operate in a quality audit function. Their review is limited to the time period or interaction in question. However, there may be times when the fair process advisor will review older information to understand the full context of your fairness concern and ensure a thorough and fair review.

3. **Contact the supervisor or manager to discuss your concerns.** In the interest of being fair, transparent and thorough in the review process, it is important to understand all perspectives.
4. **Review, assess and evaluate.** The fair process advisor reviews the evidence and reaches a conclusion as to whether processes were administratively fair. The result is sent to you with an invitation for you call them if you have questions or concerns.

In cases where the fair process advisor is making a recommendation to a WCB business area, they will monitor the implementation of the recommendation. You will receive a confirmation letter once all recommendations are fully implemented.

Time frames to complete a fairness review vary depending on the complexity of the concern(s) and volume of information to review.

You have the option to contact the [Alberta Ombudsman](#) if you are not happy with the outcome of the fairness review.

Expectations

- We will follow WCB's [Code of Rights and Conduct](#) when communicating with you and when completing the fairness review.
- As a general rule, we would like to speak with you rather than email, as conversation is an effective way to address your questions and add clarity. We are happy to follow up with a written summary of the discussion for your own record-keeping purposes.
- We ask that you be respectful in your interactions with us. We understand your fairness concern may cause you to feel frustrated, angry or hurt. Our goal is to work with you and rebuild your trust through productive and respectful conversations. Please ensure you are adhering to [WCB's Client Code of Conduct](#) or [WCB's Representative Code of Conduct](#).
- Learn more about what you can expect from us in our [Fairness Review Mandate](#).

If you have questions about the FPRC and/or the fairness review process, please [visit our webpage](#) or email us at fairness@wcb.ab.ca.