



The Meaning of Fairness

When considering whether a decision or action is fair, we consider:

The process

Was there a thorough investigation and are the facts documented?

The decision

Is it supported by the facts and in accord with legislation, policies, guidelines and practices, and is the decision fully and clearly explained?

The communication

Was the worker or employer treated with respect and courtesy, were phone calls returned and were questions fully answered?



FAIR PRACTICES
OFFICE

To find out if the Fair Practices
Office can help you, contact us:

Phone: 204-954-4467 (Winnipeg)
1-855-954-4321, ext. 4467 (Toll Free)

Write: Fair Practices Office
333 Broadway, Winnipeg, MB R3C 4W3

E-mail: fpo@wcb.mb.ca

www.fairpracticesofficemb.ca



FAIR PRACTICES
OFFICE



An independent office working to ensure fair
practices for workers and employers at the
Workers Compensation Board of Manitoba

What is the Fair Practices Office?

The Fair Practices Office is an independent office that works to ensure fair practices at the Workers Compensation Board of Manitoba (WCB).

We act as an ombudsman for injured workers, their dependents, and employers with the goal of helping them resolve issues they may have with the WCB, while also helping the WCB improve its quality of service.

Three main principles guide our work:

- **Impartiality** - We review all issues impartially and make recommendations that promote fair practice.
- **Confidentiality** - All inquiries that we receive are confidential, unless an intervention is requested.
- **Independence** - We serve injured workers, employers, and the WCB, but work independently in the interest of fairness.

Who should contact the Fair Practices Office?

If you're an injured worker or an employer and you:

- are having difficulty with WCB staff or processes
- you're not sure what to do or where else to turn
- you feel that the WCB has taken too long to make a decision on your claim, or
- you feel that you've been treated unfairly, then the Fair Practices Office is here to try and help you.



Impartial | Confidential | Independent

How will the Fair Practices Office help me?

The office of the Fair Practices Office will:

- listen carefully to your concerns
- assist you to find the information you need
- work with WCB staff to help resolve issues about service and treatment.

Our Resolution Process

We typically use the following process to try to resolve issues:

1. If you haven't already done so, we encourage you to address the issue with the WCB staff person most directly responsible for the issue.
2. If the issue is left with us, we assess it to determine if there is a fairness issue.
3. If we determine that no fairness issue is involved, we'll explain this to you.
4. If there is a fairness issue that requires further investigation or action, we'll contact WCB management to discuss how to resolve the issue.
5. We'll then contact you with the results. This may include a change in decision, further investigation, an apology, or clarification on a decision.