

The Fair Practices Office

What is the Fair Practice Office (FPO)?

The FPO is an independent office within the WCB that provides impartial assistance and information to workers and their families and/or authorized representatives, employers and/or their authorized representatives, service providers, unions, WCB staff and the general public. The FPO does not take sides, but assesses each situation based on its own merits and works towards a fair resolution and improved services. The FPO cannot direct WCB staff or change a decision on a claim file or an employer account, but they can make recommendations to the WCB to help correct a problem.

What can the FPO help me with?

The FPO can provide you with general information about the WCB system, policies and procedures. The FPO can also look at specific issues related to the services provided by the WCB and/or the management of a claim file or an employer account.

Service issues the FPO can help with include:

- Delays in decision-making, communication, payment, etc.
- Concerns about written and verbal communication
- Staff conduct
- Implementation of Appeal and Board decisions
- Payments of WCB benefits such as wage loss, medical or travel expenses, independence allowance, permanent functional impairment (PFI) awards, etc.
- Vocational rehabilitation services
- Employer classification, assessments, experience rating, etc.
- Application of policy and procedure

What can't the FPO look at?

The FPO cannot look at inquires related to:

- 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 Office of the Worker's Advocate, unless requested by the Worker's Advocate

Can the FPO help with my appeal?

The FPO is not part of the appeal process. The FPO can provide information about the appeal process, but their staff are not advocates and cannot represent a worker or an employer with an appeal of a WCB decision. Injured workers looking for assistance with appealing a WCB decision should contact the Office of the Workers' Advocate at 1.877.787.2456.

Are calls to the FPO confidential?

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Inquiries to the FPO are confidential unless you ask that we speak with WCB staff about a claim or employer file or your experience with the WCB.

How do I contact the FPO?

Inquires can be made in writing, by phone, online, by fax or by email:

Call

Phone: 306.787.8651

Toll free: 1.888.787.8651 (toll free in Canada)

Toll free fax: 1.866.787.6751

Email

fairpracticeoffice@wcbask.com

Mail

200-1881 Scarth Street

Regina, SK S4P 4L1

Online

www.wcbask.com/about-wcb/who-we-are/fair-practice-office