

# Fair Practices Office (FPO)

Alex McCuaig

Fair Practices Office

Workers Compensation Board of Manitoba

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## Agenda

- FPO Role
- Differences: FPO/Appeal Process
- Process
- Options
- Types of Complaints
- Contact Information



# FPO Role

- Fair Practices | Workers Compensation Board of Manitoba ([wcb.mb.ca](http://wcb.mb.ca))



# FPO Role

- This is what is considered:
  - Did the person get sufficient notice a decision was being made?
  - Did the person have a reasonable opportunity to state their case?
  - Was there an opportunity for the person to challenge information presented to the decision-maker?
  - Was the decision-maker impartial?
  - Did the decision-maker provide adequate reasons for the decision?
  - Were the decision making procedures fair?



# Differences Between the FPO and Appeal Process

- The FPO is not part of the WCB appeal process.
- The mandate of the FPO is to review procedural fairness issues.
- The FPO does not have a mandate to change/comment on WCB decisions.
- The appeal process is used to review entitlement decisions.
- Review Office/Appeal Commission, have the authority to change WCB decisions.



# Process

- Most complaints are received by phone/email.
- Most complaints are from workers. The FPO does also help employers.
- Listen, clarify and confirm concerns.
- Determine if there is a procedural fairness/FPO issue.
- If no, report back and close.
- If yes, contact manager.



# Process

- Explain the FPO's view of the situation and give recommendations on improved procedure.
- Manager may or may not agree.
- If there is agreement, recommendation implemented, the FPO reports back.
- If the manager does not agree, FPO may agree with their perspective and close the inquiry.
- If the FPO and manager do not agree, FPO can decide to take the issue to next level of authority.



# FPO Options

A recommendation to:

- make a timely decision
- investigate further
- explain decision to complainant
- address systemic issues





# Types of Complaints

- Communications
  - Not returning phone calls/emails
  - Not listening
  - Missing file documentation
- Decision making process
  - Claim not accepted
  - Medical aid
- Timeliness
  - Initial claim decision
  - Decision reconsideration
  - Implementing appeal decision



# Contact Information

**Phone: (204) 954-4467**

**Email: [fpo@wcb.mb.ca](mailto:fpo@wcb.mb.ca)**

