

Can the Fair Practices Commission help you?

We are an independent office
working to ensure fair practices at the
Workplace Safety and Insurance Board of Ontario

www.fairpractices.on.ca

If you have concerns about the service you receive from the WSIB, call the Fair Practices Commission. We can help.

The Fair Practices Commission is the Ombudsman for the Workplace Safety and Insurance Board of Ontario (WSIB). We provide neutral, confidential advice and help.

Our goal is to make sure you receive fair and timely service from the WSIB. We also identify system-wide issues and recommend improvements.

Who we help

- ◆ workers and their representatives or family members
- ◆ employers and their representatives
- ◆ service providers

What happens when you call us

- ◆ We listen to you.
- ◆ We give you information about the process at the WSIB.
- ◆ We may direct you to the right WSIB staff to help resolve your complaint.
- ◆ We may make inquiries about your complaint.
- ◆ We may work with WSIB staff to resolve the issue, if it's about fairness.
- ◆ We may refer you elsewhere, if we're not the right office to help you.

What we look into

We look into issues of fairness in these four main areas:

- ◆ **Delay**
Is the WSIB taking too long to make a decision or to respond to your calls or letters?
- ◆ **Communication**
Does the WSIB explain things clearly and tell you about your options?
- ◆ **Behaviour**
Does the WSIB treat you fairly and respectfully?
- ◆ **Decision-making process**
Did you have the chance to provide or correct information?

We cannot change WSIB decisions or help with an appeal.

Contact us

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toll-free: 1.866.258.4383
TTY: 416.603.3022
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