

Fair Practices Office tasked with advocating and assisting employers with WCB appeals

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The Fair Practices Office (FPO) was introduced in December 2018 following recommendations from the [Working Together](#) report released by Government of Alberta on June 1, 2017. It operates under the authority of the Worker's Compensation Act and is an independent agency, separate from the Workers' Compensation Board (WCB), the Appeals Commission, and the Medical Panels Office.

The office helps Albertans and employers who have questions or concerns about Alberta's workers' compensation system, advocating and assisting with WCB appeals and working to ensure all reviews have been completed fairly and in accordance with the [WCB Code of Conduct](#).

FPO Services include:

Pathfinding and connections

The FPO offers services to assist workers, employers, and all Albertans in navigating the WCB system and more. They can assist in the following:

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- Worker Appeals Advisors provide support and advice to workers and dependents who need help with reviews and appeals.
- Employer Appeals Advisors provide support and advice to employers who need help with reviews and appeals.

Fairness reviews

The office has the ability and skill to look at how the WCB, Appeals Commission, or Medical Panels Office made a decision, and to ensure it was made fairly and in accordance with the [WCB Code of Rights and Conduct](#).

All services are available free of charge

The FPO has no authority to review matters previously investigated by the Alberta Ombudsman nor matters where the Court has taken an action or made a decision. There are also restraints where the agency is unable to change or set aside decisions or policy made by the WCB, Appeals Commission or Medical Panels Office.

For more information:

fpoalberta.ca

Toll Free 1-866-427-0115

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