

# ADVISOR OFFICE Service Commitment



*Independent experts. Free of charge.*

## Purpose

The Service Commitment sets out the standards you can expect from the Advisor Office (AO), and what we expect from you. The Service Commitment supplements the Advisor Office's governing legislation, policies, and procedures.

## Our Commitment

The Advisor Office commits to providing workers and employers with a fair, client-focused experience. We adhere to our core values of respect, service, integrity, and accountability.

## What You Can Expect Us to Do

- Provide a safe and respectful environment for you to share your perspective
- Act honestly and in good faith with you, WCB, the Appeals Commission, and other relevant parties
- Guide you through the appeal processes
- Provide clear and timely advice
- Respect your privacy, subject to the applicable laws
- Maintain independence from WCB and the Appeals Commission
- Maintain independence and separation between worker advisors and employer advisors
- Manage actual or perceived conflicts of interest
- Withdraw from serving you if you ask us to help you break the law, demonstrate abusive or disrespectful behaviour, or repeatedly fail to follow this Service Commitment
- Provide a fair, consistent and transparent process for filing a complaint about us

## What We Cannot Do for You

- Guarantee an outcome from WCB or the Appeals Commission
- Represent you in a court of law
- Represent a worker seeking to overturn another worker's claim
- Represent a client who already has a formal representative not with the Advisor Office
- Pursue an action that is before the courts, another tribunal, or the Alberta Ombudsman
- Break the law, further unethical or frivolous conduct, or abuse the workers' compensation process

## What We Expect from You

- **Commitment:** Review this Service Commitment to understand what is expected from you
- **Respect:** Treat us with respect, including in emails, in letters, and on phone calls
- **Transparency:** Tell the truth and not withhold information from us
- **Openness:** Provide us the information that is requested by us or related to your claim file
- **Partnership:** When we need your help to obtain information about your claim, help us get that information
- **Communication:** Timely responses to our phone calls, email messages, or letters to help meet appeal deadlines

