

# Service Denial and Withdrawal Policy

## Purpose

This policy outlines the reasons why the AO may deny or withdraw services to a client.

## Definitions

- **“Disrespectful or Abusive Behaviour”** includes but is not limited to, language or actions that would reasonably be viewed as aggressive, threatening, intimidating, insulting, degrading, racist, sexist, hateful, obscene, violent, or reasonably be expected to cause fear, distress, or anxiety in the person who is the target of the behaviour.
- **“Conflict of Interest”** is when the AO finds a real or perceived conflict of interest that would prevent the branch from representing the client objectively.
- **“Inconsistent Purpose”** is when a client requests assistance with:
  - disentitlement of their own or another’s workers’ compensation claim benefits under Section 21(3) of the Act; or
  - waiving or foregoing benefits under Section 140 of the Act.
- **“Serious Loss of Confidence”** is when the client-advisor relationship has broken down in a way which prevents open communication and zealous representation. Examples include, but are not limited to, a client deceiving the advisor, consistently refusing the advisor’s advice on a significant issue, persistent unreasonable or uncooperative conduct, inability to obtain adequate instructions from the client, or repeated accusations that the advisor is nefariously acting in interests of parties other than the client.

## Services the AO Will Not Provide

The AO does not advise, represent, or otherwise support clients with the following:

- lawsuits or other non-WCB or non-AC proceedings;
- service complaints regarding the WCB or AC;
- appeals of administrative WCB decisions;
- statutory appeals or judicial reviews;
- actions already before the courts;
- furtherance of illegal conduct;
- transfer of the costs of claims between employers; or
- complaints to the Alberta Ombudsman, Office of the Information and Privacy Commissioner, WCB Fair Process Review Centre, or other similar oversight bodies.

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