

ABOUT THE WCB APPEAL PROCESS

DO YOU DISAGREE WITH A DECISION MADE ON YOUR WCB CLAIM?



There are three levels in the WCB appeal process. Your Advisor can help you at each step.

<h3>1 Level 1</h3> <p>WCB Customer Service (CS)</p>	<ul style="list-style-type: none"> • Your Advisor submits a Request for Review to WCB's Customer Service department • A Case Manager or Adjudicator reviews the original decision • If the decision is unchanged, a WCB Supervisor conducts further review • If the decision remains unchanged, the appeal can proceed to the Dispute Resolution and Decision Review Body (DRDRB)
<h3>2 Level 2</h3> <p>Dispute Resolution and Decision Review Body (DRDRB)</p>	<ul style="list-style-type: none"> • The DRDRB is an internal review body within WCB • Hearings can be in person, by phone or video, or done without a meeting by reviewing documents • A Resolution Specialist reviews the appeal • If the WCB's initial decision is not changed, the appeal can proceed to the Appeals Commission (AC)
<h3>3 Level 3</h3> <p>Appeals Commission (AC)</p>	<ul style="list-style-type: none"> • The AC is a quasi-judicial tribunal, independent of WCB • An AC hearing panel is made up of three Commissioners • Hearings can be in person, by phone or video, or done without a meeting by reviewing documents • This is the final level of appeal for workers and employers

EARLY RESOLUTIONS

- The Advisor Office tries to resolve issues at the WCB Customer Service level. If the issue is resolved, no formal appeal is needed.

TIMELINES TO APPEAL

- You have 1 year to appeal decisions dated April 1, 2021, or later
- Missing a deadline may mean you lose your right to appeal
- Extensions may be granted in certain cases

APPEAL OUTCOMES

- **Overtun**
The decision is changed
- **Uphold**
The decision is not changed
- **Premature**
More information or investigation is needed before a decision can be made

WE ARE HERE TO HELP

Contact us for assistance at the toll-free number below, email us at advisoroffice@gov.ab.ca or visit our website at advisoroffice.alberta.ca