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What is the Issues Resolution Office (IRO)?

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The Issues Resolution Office (IRO) provides an opportunity for a review of claim-related decisions or an investigation of service-related complaints. Guided by the principles of impartiality, fairness and service excellence, the IRO is committed to working with our clients in a timely, responsive, and open manner to try to bring resolution to their issues.

The IRO is staffed by a manager, an administrator, four internal review specialists, and a client service specialist. The IRO members are trained in administrative justice through the Foundation of Administrative Justice.

The IRO reports to WorkSafeNB's corporate secretary and general counsel.

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Who can request a review of a claim decision or file a complaint about service?

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Any WorkSafeNB client, including workers, employers, and their representatives, and any other individual that receives some form of service from WorkSafeNB, can request a review of a claim decision or file a complaint about service.

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How do I request a review of a claim decision?

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If you disagree with a claim-related decision, you can request a review by the IRO by:

- Completing the Issues Resolution form and forwarding it to the IRO at WorkSafeNB at:
1 Portland Street,
P.O. Box 160,
Saint John, N.B.
E2L 3X9
- Contacting the IRO directly by phone or **email**.
1 800 222-9775 (option#5)

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How do I file a complaint about service I received?

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If you feel you have been treated unfairly or disrespectfully, you can file a complaint to the IRO by:

- Completing the Issues Resolution form and forwarding it to the IRO at WorkSafeNB at:
1 Portland Street,
P.O. Box 160,
Saint John, N.B.
E2L 3X9
- Contacting the IRO directly by phone or **email**.
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Was the IRO created to prevent some claims from going to the Appeal's Tribunal?

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The IRO's main purpose is to improve client service. While this may result in decreasing the number of appeals of claim-related decisions, it is not the main purpose.

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What's involved in an internal review?

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Internal review is a flexible process that takes a second look at claim-related decisions. Once the issues resolution office receives your request it is distributed to an internal review specialist. The specialist will contact you or your representative to ensure they have a good understanding of your disagreement. The internal review specialist thoroughly examines the decision to ensure that it complies with legislation and policy, and that it is an accurate interpretation of the evidence in relation to your claim. If new evidence is presented, it will be returned to the original decision-maker (adjudicator, case manager), as this may change the initial decision and an internal review may not be necessary. The internal review specialist provides WorkSafeNB's final decision verbally and in writing once complete.

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Will I get a hearing during the review process?

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No – the IRO does not hold hearings for internal reviews. However, an internal review specialist will contact you.

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Will the IRO review new evidence or will that be the decision-maker's responsibility?

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New information will be sent back to the original decision maker for reconsideration. The IRO will not review new evidence as part of the review process.

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Will the IRO gather new evidence?

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No. The internal review specialist's role is to confirm or verify existing information. If new substantive evidence is received during the review process, this will be returned to the original decision-maker (or current claim owner).



What happens if I disagree with the internal review specialist's decision?

The internal review specialist's decision is WorkSafeNB's final decision. If you do not agree with an internal review specialist's decision, you can file an appeal with the Workers' Compensation Appeals Tribunal (WCAT). The WCAT will contact you directly regarding your appeal.



Will part of the IRO's recommendations result in policy changes?

Unlike the WCAT, the IRO cannot recommend changes to WorkSafeNB policies where they are inconsistent with the *Workers' Compensation Act*. The IRO's role is to review claim-related decisions and investigate service-related complaints. If there is an issue with a specific policy and the intent of the *WC Act*, IRO will notify WorkSafeNB's executive. The IRO is not able to directly make policy changes.



Will I receive a report following a review?

When an internal review decision is made, a copy of the decision letter will be mailed to you and a copy will be put in your file. Following a client service review, a report may be generated and sent to the appropriate parties involved.