

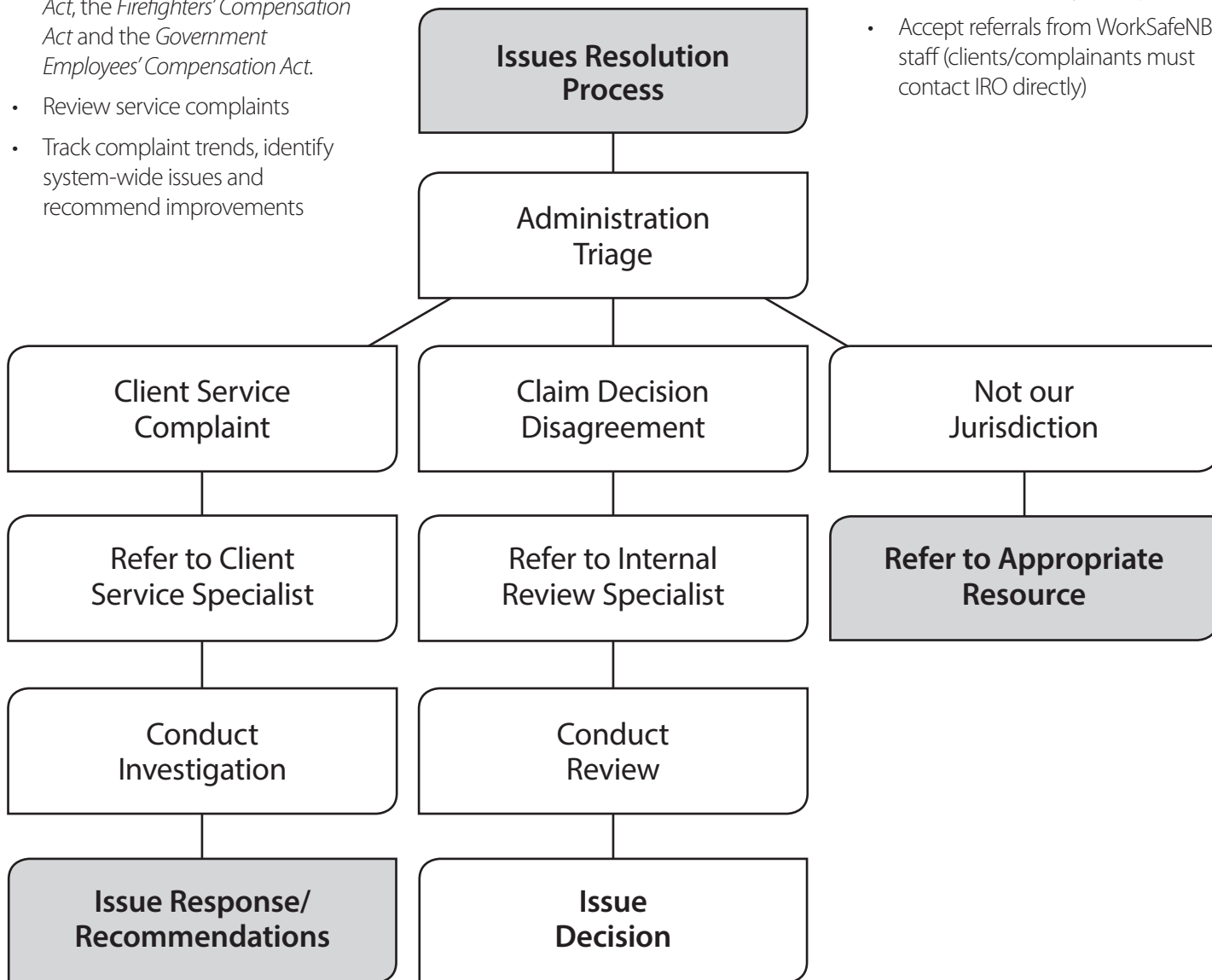
## ISSUES RESOLUTION PROCESS FLOWCHART

### The IRO can:

- Review claim-related decisions under the *Workers' Compensation Act*, the *Firefighters' Compensation Act* and the *Government Employees' Compensation Act*.
- Review service complaints
- Track complaint trends, identify system-wide issues and recommend improvements

### The IRO cannot:

- Help with an appeal
- Recommend policy changes
- Accept referrals from WorkSafeNB staff (clients/complainants must contact IRO directly)



For more information on the IRO, including a list of Frequently Asked Questions (FAQs) visit: [www.worksafenb.ca/issues-resolution-office](http://www.worksafenb.ca/issues-resolution-office)



To contact the IRO directly, call toll-free at: 1 800 222-9775 (option#5) or email [iro.brp@ws-ts.nb.ca](mailto:iro.brp@ws-ts.nb.ca)