## **ISSUES RESOLUTION OFFICE (IRO)**

## ISSUES RESOLUTION PROCESS FLOWCHART

## The IRO can: The IRO cannot: Review claim-related decisions • Help with an appeal under the Workers' Compensation Recommend policy changes Act, the Firefighters' Compensation Accept referrals from WorkSafeNB Act and the Government **Issues Resolution** staff (clients/complainants must Employees' Compensation Act. contact IRO directly) **Process** • Review service complaints Track complaint trends, identify system-wide issues and recommend improvements **Administration** Triage **Client Service** Claim Decision Not our Complaint Jurisdiction Disagreement Refer to Client Refer to Internal **Refer to Appropriate** Service Specialist **Review Specialist** Resource Conduct Conduct Investigation Review **Issue Response/** Issue Recommendations Decision

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



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