

Information about requests for review

Visit WorkSafeBC's website at WorkSafeBC.com for this brochure.

Pour consulter cette brochure, visitez le site web de WorkSafeBC à l'adresse WorkSafeBC.com.

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如欲参阅这份册子, 请浏览BC省工作安全局 (WorkSafeBC) 的网站: WorkSafeBC.com

Visite el sitio web de WorkSafeBC en WorkSafeBC.com para obtener este folleto.

如欲参阅这份册子, 请浏览卑诗省工作安全局 (WorkSafeBC) 的网站: WorkSafeBC.com

In the attached letter you will find a reference number that has been assigned to the review along with a letter containing important information. The following is additional information that you may find helpful.

What is a review?

- The *Workers Compensation Act* gives workers and employers the right to seek a timely review of almost all decisions made by WorkSafeBC officers. By submitting a request, you have begun to exercise that right.
- A review is a second look at a decision, taking into account all the information that was available at the time of the initial decision, plus any new information collected since then.
- Review officers are appointed, as required by the *Act*, specifically to conduct independent and impartial reviews.

How do I submit information to support a request?

- The applicant will be sent a copy of WorkSafeBC's records regarding the decision under review.
- After the applicant reviews WorkSafeBC's records, they can complete the submission form included with their attached letter. On the form, they are asked to state their reasons as best as they can, provide any additional supporting information or evidence, then sign and date it.
- The applicant must submit the form and supporting information by the deadline specified in the attached letter.

Who will be participating in the review?

- For most decisions, the employer (if you are a worker) or the worker (if you are an employer) will be entitled to participate.
- If you are a worker and your employer is participating, he/she will also receive a copy of WorkSafeBC's records on your claim and will have the option of making a submission.
- An applicant may only be challenging some of the conclusions reached in the decision under review. Other participants may challenge other conclusions reached in the decision without filing their own request for review. Other participants may also request their own review of the same decision. If so, the two requests will be joined and dealt with together.

Will I get to see the comments or supporting evidence submitted by other participants?

- You'll receive a copy of other participants' submissions and you'll have the opportunity to respond to their comments, by mail.
- The other participants will get to see your submissions and supporting evidence.

How is a review conducted?

- A review officer will thoroughly review WorkSafeBC's records, all submissions, and any other information collected since the original decision or during the review. The officer will make any additional inquiries he/she feels are necessary to ensure the review is well informed.
- In some cases, especially where there is conflicting evidence, the review officer may decide to schedule an oral hearing.

How can I check the status of the review?

- If you have a representative, he/she will help keep you informed about the progress of the review.
- You can check the status of the review at any time at www.worksafebc.com/claims/review_and_appeals/online_review_status/default.asp.
- You can also phone the Review Division at 604 214-5411 or toll-free at 1 888 922-8804.

What if I need additional help with the review?

- If you're a worker, you can contact the Workers' Advisers Office (visit www.worksafebc.com/workers/what_workers_should_know/workers_advisers/default.asp for contact information). Most unions also have representatives who will assist members with their review.
- If you're an employer, you may get assistance from an in-house specialist or you may seek help from the Employers' Advisers Office (visit www.worksafebc.com/employers_and_small_business/employers_help/employers_advisers/default.asp for contact information).
- There are also various lawyers or consultants who may provide assistance for a fee.
- For detailed procedural information about reviews, read the *Review Division Practices and Procedures* manual at www.worksafebc.com/claims/review_and_appeals/review_division/assets/pdf/rd_practices_and_procedures.pdf.
- For an overview of the entire review/appeal process, refer to the *Claims Review and Appeal Guide*, available at WorkSafeBC.com.

- For workers: www.worksafebc.com/publications/how_to_work_with_the_wcb/assets/pdf/appeal_workers.pdf
- For employers: www.worksafebc.com/publications/how_to_work_with_the_wcb/assets/pdf/appeal_employers.pdf

How long will the review take and how will I be informed of the decision?

- By law, the review must be completed within 150 days, unless the chief review officer grants an extension because of complexity.
- The review officer will provide a decision letter explaining the results of the review and any changes from your original WorkSafeBC decision.
- If the review officer changes the original decision, the new decision will be forwarded to WorkSafeBC for implementation.

Can I appeal the review officer's decision?

- In most cases, you can appeal with the Workers' Compensation Appeal Tribunal.
- The review decision letter will explain how to file this appeal. You must apply for an appeal within 30 days of the date of the review decision.
- If your review concerns an extension-of-time decision, a WorkSafeBC order regarding a prevention matter, vocational rehabilitation benefits, the commutation of your permanent disability award, or certain permanent disability awards, the Review Division decision is final.

Contact information

Visit WorkSafeBC's web site at WorkSafeBC.com for all WorkSafeBC locations and phone numbers.

Review Division

Telephone

604 214-5411 or toll-free 1 888 922-8804

Fax

604 232-7747 or toll-free 1 888 922-8804

Mailing address

WorkSafeBC
PO Box 2071 Stn Terminal
Vancouver BC V6B 3S3

