

# Information about review requests

Visit WorkSafeBC's website at [worksafebc.com](https://worksafebc.com) for this brochure.

Pour consulter cette brochure, visitez le site web de WorkSafeBC à l'adresse [worksafebc.com](https://worksafebc.com).

ਇਸ ਪੁਸਤਕ ਲਈ ਵਰਕਸੇਫ਼ ਬੀ.ਸੀ. ਦੀ ਵੈੱਬਸਾਈਟ [worksafebc.com](https://worksafebc.com) ਦੇਖੋ।

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

Visite el sitio web de WorkSafeBC en [worksafebc.com](https://worksafebc.com) para obtener este folleto.

如欲參閱這份冊子，請瀏覽卑詩省工作安全局（WorkSafeBC）的網站：[worksafebc.com](https://worksafebc.com)

**In the attached letter, you'll find the reference number assigned to your review. Here is some more information about the review process.**

## What is a review?

A review is a second look at a WorkSafeBC decision, taking into account new and existing information at the time of the decision. Under the *Workers Compensation Act*, workers and employers have a right to seek reviews of most WorkSafeBC decisions. These are performed by review officers, who are appointed under the Act to conduct reviews independently and impartially.

## What happens after I apply?

- After you've applied for a review, you'll receive a copy of WorkSafeBC's records related to the decision.
- Review these records, then complete the submission form included with your letter. Clearly state the reasons for requesting your review. Please include any supporting information or evidence. Sign the form, then date it.

- Please submit the form and supporting information by the specified deadline.

## Who can take part in reviews?

- Both workers and employers can participate in reviews involving each other's decisions.
- If you're a worker and your employer is a participant in the review, he or she will receive a copy of your records and will be invited to provide supporting information.

## Will I see participants' supporting information?

Yes, you'll receive a copy of other participants' supporting information and will have the opportunity to comment. Similarly, other participants will get to see your supporting information.

## How are reviews conducted?

- A review officer thoroughly examines WorkSafeBC's records and the supporting information we've collected following the original decision or during the review. The officer will also make additional inquiries as necessary.
- In some cases, the review officer may schedule an oral hearing, especially if there is conflicting evidence.

## How can I check the review's status?

- If you have a representative, he or she will keep you up to date on the review.
- You can check the status of your review at [www.worksafebc.com/claims/review\\_and\\_appeals/online\\_review\\_status](http://www.worksafebc.com/claims/review_and_appeals/online_review_status).
- You can also log in at [www.worksafebc.com/claims/review\\_and\\_appeals/request\\_manage\\_reviews](http://www.worksafebc.com/claims/review_and_appeals/request_manage_reviews) to view associated documents and select Request and Manage Reviews. Or, you can phone the Review Division at 604.214.5411 or toll-free at 1.888.922.8804.

## What if I need additional help?

- If you're a worker, contact the Workers' Advisers Office, [www.worksafebc.com/workers/what\\_workers\\_should\\_know/workers\\_advisers](http://www.worksafebc.com/workers/what_workers_should_know/workers_advisers). Also, your union representative should be able to assist you.
- If you're an employer, ask for help from an in-house specialist or contact the Employers' Advisers Office, [www.worksafebc.com/employers\\_and\\_small\\_business/employers\\_help/employers\\_advisers/default.asp](http://www.worksafebc.com/employers_and_small_business/employers_help/employers_advisers/default.asp).
- For a fee, various lawyers or consultants can assist you with your review.
- For detailed information on the review process, see [www.worksafebc.com/claims/review\\_and\\_appeals/review\\_division/assets/pdf/rd\\_practices\\_and\\_procedures.pdf](http://www.worksafebc.com/claims/review_and_appeals/review_division/assets/pdf/rd_practices_and_procedures.pdf).

- For an overview of the review and appeal process, refer to the "Claims Review and Appeal Guide" at [worksafebc.com](http://worksafebc.com).
- Workers: [www.worksafebc.com/publications/how\\_to\\_work\\_with\\_the\\_wcb/Assets/PDF/CM025.pdf](http://www.worksafebc.com/publications/how_to_work_with_the_wcb/Assets/PDF/CM025.pdf)
- Employers: [www.worksafebc.com/publications/how\\_to\\_work\\_with\\_the\\_wcb/Assets/PDF/appeal\\_employers.pdf](http://www.worksafebc.com/publications/how_to_work_with_the_wcb/Assets/PDF/appeal_employers.pdf)

## When will I receive the decision?

- By law, the review must be completed within 150 days, unless the chief review officer grants an extension due to the complexity of the case.
- 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, WorkSafeBC will implement the new decision.

## Can I appeal the review decision?

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

## Contact information

Visit [worksafebc.com](http://worksafebc.com) for all WorkSafeBC locations and phone numbers.

### Review Division

Phone: 604.214.5411 or toll-free 1.888.922.8804

Fax: 604.232.7747 or toll-free 1.855.433.9728

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