

## Complaint Guide

Before contacting us, we encourage you to try to resolve your complaint with the WSIB. If something has been overlooked or misunderstood, the problem might be quickly and easily resolved.

### Step 1. Phone or write the WSIB staff person you were dealing with when the problem arose

- Have your claim, firm or provider number handy.
- Explain what happened, what you think is unfair, and what you think should be done to fix the problem.
- Make notes of the conversation - who you spoke to, on which date and any agreed upon action.
- Call back if you have not heard from the person by the expected date.

### Step 2. Contact the Manager

- If you do not get satisfaction from the staff person you contacted, ask for the manager's name and write or phone that person with your complaint.

### Step 3. Contact the Fair Practices Commission

The Commission can look into alleged unfair practices by the WSIB. However, we cannot advise you on an issue under appeal or involving a right of appeal. Before writing or calling, try to make an outline of your current concerns.

- What is it you would like the Commission to look into? A delay? A person's behaviour? Communication? An action or inaction? A practice? A policy?
- Tell us WHAT happened. WHO was involved. WHEN it happened. (Note: The Commission can only look into recent potentially unfair practices.)
- Explain how would you like your concern dealt with
- List what steps you took to try to resolve the problem – remember to tell us the name and title of WSIB staff you dealt with
- If you are represented, tell us the representative's name and telephone number and whether your representative can speak to us on your behalf.
- Let us know the best day and time to reach you

### **Submit complaint by mail, fax or email:**

**123 Front St. W**

**Toronto, ON M5J 2M2**

**Fax 416-603-3021**

**Fax Toll-free 1-866-545-5357**

**Email: [complaints@fairpractices.on.ca](mailto:complaints@fairpractices.on.ca)**