

“It’s nice to be talking to a watchdog organization that believes things can be made better.”

- *Worker’s representative*

“Thank you for your intervention and assistance... I really don’t think it would have happened without the Commission. Thank you, thank you, thank you... it’s back on track the way it should be.”

- *Employer representative*

“The complaint process at the Commission was a positive experience and my issue has been resolved.”

- *Service provider*



Fair Practices Commission

### How to reach us

Phone: (416) 603-3010

Toll-free: 1-866-258-4383

Fax: (416) 603-3021

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

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

Follow us on Twitter at  
[@FPC\\_WSIB\\_Ombuds](https://twitter.com/FPC_WSIB_Ombuds)  
for news and updates.



#### Mailing address:

Fair Practices Commission  
123 Front Street West, Suite 1205  
Toronto, ON M5J 2M2

# Having difficulty with the WSIB?

## WE CAN HELP!



Fair Practices  
Commission

Commission des  
pratiques équitables

[www.fairpractices.on.ca](http://www.fairpractices.on.ca)

The Fair Practices Commission resolves complaints about the service or treatment received at the Workplace Safety and Insurance Board (WSIB).

Call us at 1-866-258-4383

## What is the Fair Practices Commission?

- The organizational ombudsman for the WSIB.
- An independent, impartial and confidential resource for workers, employers and service providers.
- The Commission looks into individual and system-wide complaints.

## What happens when you call us?

- We will listen to you.
- We may direct you to the right WSIB staff to help resolve your complaint.
- We may make inquiries with the WSIB in an attempt to resolve the issue.
- We may refer you elsewhere, if we're not the right office to help you.
- Our services are FREE.
- We cannot change WSIB decisions, provide legal advice or represent you.

## What can we look into?

We look into issues of fairness in these four main areas:



**Delay** – Is the WSIB taking too long to make a decision or respond to your calls or letters?



**Communication** – Does the WSIB explain things clearly and tell you about your options?



**Decision-making process** – Did you have the chance to provide or correct information? Did the WSIB consider all relevant information when making its decision?



**Behaviour** – Does the WSIB treat you fairly and respectfully?