

# ISSUES RESOLUTION OFFICE



The Issues Resolution Office (IRO) is here to help if you disagree with a claim-related decision or are not satisfied with the service you've received from WorkSafeNB.

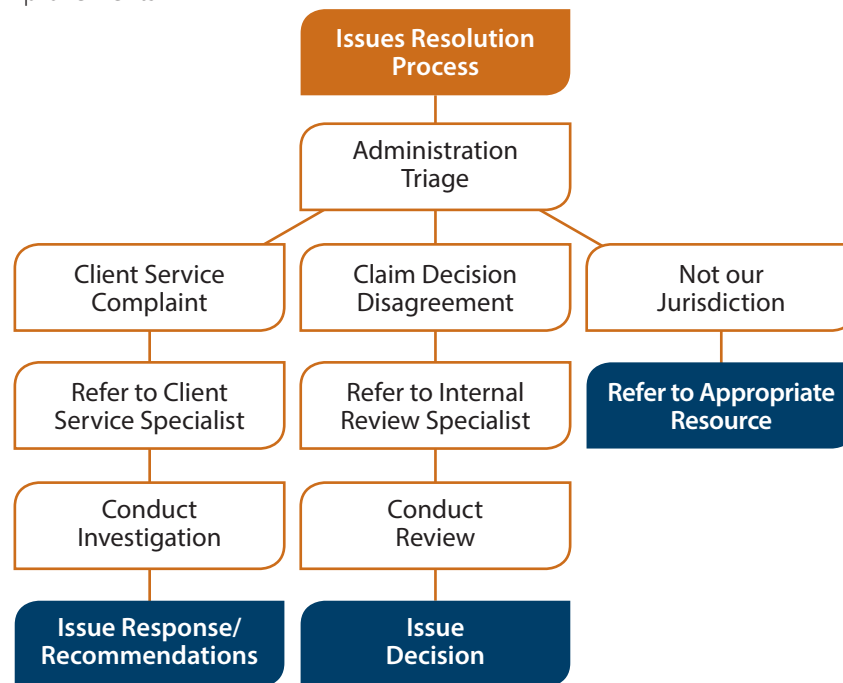
The IRO is committed to addressing your concerns promptly, fairly and consistently. We value our relationship with you, and promise to treat you with courtesy and respect.

### The IRO can:

- Review claim-related decisions under the *Workers' Compensation Act*, the *Firefighters' Compensation Act* and the *Government Employees' Compensation Act*.
- Review service complaints
- Track complaint trends, identify system-wide issues and recommend improvements

### The IRO cannot:

- Help with an appeal
- Recommend policy changes
- Accept referrals from WorkSafeNB staff (clients /complainants must contact IRO directly)



If you disagree with a claim-related decision, we will review it and issue a decision by letter.

If you have a complaint about service you have received, we will conduct an investigation to resolve the issue.

A review does not require a hearing.

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

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