

Type	Commissioner's Procedure/Policy	CP-008
Title	System Assurance Reports	
Effective date	September 9, 2019	
Replaces	New	
Next review date	September 8, 2022	

1 Purpose

Fair Practices Office ("FPO") Regulation 3(1)(f) instructs the Fair Practices Commissioner to prepare systems assurance reports for the Minister in respect of the workers' compensation system, including the activities of the FPO and complaints received by the Fair Practices Office. This policy articulates the scope of the Commissioner's accountability for preparing system assurance reports for the Minister.

2 Scope

2.1 The Commissioner may take steps as necessary, including data collection, to provide assurance to the Minister that the worker's compensation system and related agencies are:

- a. Complying with the principles of natural justice and procedural fairness
- b. Complying with Workers' Compensation Board's ("WCB") Code of Rights and Conduct
- c. Complying with any other rights and obligations as set out under the *Workers' Compensation Act*

2.2 Compliance with principles of natural justice and procedural fairness means:

- a. Processes used to arrive at decisions are fair and timely
- b. Decision-making is based on evidence, law, and stated policies
- c. Any apprehension of bias is mitigated

2.3 Compliance with principles of transparency and openness means:

- a. Clients are granted the right to participate in the process where needed
- b. Relevant and sharable information is made available to the clients
- c. Clients are provided with explanation and reasons for the decision in a communication they can understand

2.4 Compliance with WCB's Code of Rights and Conduct¹ means:

- a. Compliance with the client's rights and expectation of conduct
- b. Compliance with the code for service issues and concerns
- c. Compliance with the code on resolutions and outcomes

¹ WCB's latest Code of Conduct was enshrined in the WCB Board Resolution of February 2018, including amendments. It is anticipated that WCB will amend its Code of Conduct from time to time, and that WCB will also inform workers' compensation system partners whenever it does so.

2.5 The FPO may conduct assurance reviews for all or parts of Alberta’s Workers’ Compensation system comprising of the following agencies:

- a. Workers’ Compensation Board
- b. Appeals Commission for Alberta’s Workers’ Compensation
- c. Medical Panel’s Office
- d. Fair Practices Office

When conducting a systems assurance review the Commissioner must take appropriate measures to guarantee the independence and neutrality of the reviewer.

When the systems assurance review is for the whole or part of the FPO, such measures may include but not be limited to:

- a. appointing a third party to conduct the review
- b. appointing a Committee to conduct the review, where the committee has at least one member who is from an outside agency, such as the Alberta Ombudsman’s Office

Upon completion of the systems assurance review, the Commissioner shall present his/her findings to the agency that is the subject of the report and to the Minister.

On acceptance of the report by the Minister, the report shall be made public.

3 Authorizing signature and date

Approved by	Harold Robinson, Fair Practices Commissioner
Signature	[original signed]
Date	September 9, 2019