

Your Rights

in your Dealings with Employer Audit Services of the WSIB

Fair Treatment

You have the right to expect us to apply the *Workplace Safety and Insurance Act* (the Act) fairly, reasonably and impartially.

Courtesy and Consideration

You have the right to be treated with courtesy, respect and consideration.

Privacy and Confidentiality

You have the right to expect that your personal and financial information is protected against unauthorized use or disclosure.

Bilingual Service

You have the right to be served in the official language of your choice.

Review Process

If you believe the provisions of the Act or WSIB policy have not been fairly applied during the course of the audit, you have the right to request a review of the audit. If we cannot resolve the matter to your satisfaction, you have the right to formally appeal the audit decision within six months of the date of the audit findings letter.

Information

You have the right to get complete, accurate and clear information from us about your rights and obligations under the Act as an employer. You also have the right to a clear explanation of any audit adjustment we make to your account.

We respect your rights

In Employer Audit Services of the WSIB,
we are committed to a relationship with our customers based on mutual trust and respect.

If you feel your rights have not been respected, we encourage you to speak with an Employer Audit Manager or Assistant Director. The Employer Audit Director may also become involved in addressing your concerns.

Please call 1-800-387-0750 or 416-344-1000,
or access our TTY number 1-800-387-0050 with your Account Number.

You may also contact the WSIB Fair Practices Commission at 1-866-258-4383 or 416-603-3010,
or access the TTY number 1-866-680-2035 or 416-603-3022.