

Client Services Policy Manual

Policy Number: **AP-01**
Subject: **Internal Review**
Chapter: **Appeal Process**

Policy Statement

The purpose of WorkplaceNL's internal review process is to ensure that decisions of operating departments are fair, reasonable, and consistent. It may be accessed by a worker, dependent or employer who outlines their disagreement with a specific decision in writing.

The aim of WorkplaceNL is always to render fair and just decisions with as little delay as possible. Decisions must be in accordance with the spirit and intent of the Act, regulations and WorkplaceNL policies, and have regard to the practices and principles of the Canadian Workers' Compensation System.

WorkplaceNL's final decision on a request for internal review will be provided within 45 days from the date the written request for review is received by WorkplaceNL. The final decision will be made in writing by an Internal Review Specialist, and shall include reasons in support of that decision as well as possible rights of review at the Workers' Compensation Review Division.

1. Time Limits

Anyone requesting a review must file the request within 30 days from the date WorkplaceNL's written decision was received.

Requests for a review must be in writing and identify the reason(s) for the request.

Requests for review outside the 30 day time period will be considered in accordance with the provisions of section 64 of the Act.

2. Internal Review Process

When a written objection is received, the Internal Review Specialist conducts an analysis to ensure that all relevant information has been considered and that the decision complies with the Act, regulations and policies.

The Internal Review Specialist will normally only conduct paper reviews, although interviews, meetings, and requests for further details for clarification may also be undertaken in the execution of a flexible and responsive review process.

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The Internal Review Specialist will make WorkplaceNL's final decision and notify all parties in writing.

3. Internal Review Decisions

Where there is no written policy or where the intent of policy is uncertain, the Internal Review Specialist will render a decision in accordance with the Act and the merits and justice of the case.

Reference: *Workplace Health, Safety, and Compensation Act, (the Act), Sections 15, 16, 17, 19, 21 - 30 and 64*

Amendment History

<i>Original Effective Date</i>	1987 08 20
<i>Revision #3</i>	1998 09 09
<i>Revision #4</i>	2001 05 31
<i>Revision #5</i>	2017 05 25
<i>Next Review Date</i>	2022 05 25