



# Internal Review

**WorkplaceNL**

Health | Safety | Compensation

## Introduction

Staff at WorkplaceNL make decisions every day to determine benefit entitlement for workers. They also make decisions affecting employer assessments.

Workers or employers dissatisfied with a decision may request an Internal Review. This process gives workers and employers an opportunity to have an Internal Review Specialist review a decision.

After Internal Review has finalized a decision, workers and employers may request a review to the Workplace Health, Safety and Compensation Review Division (WHSCRD), an external body, independent of WorkplaceNL.

### How do I request an Internal Review?

To request an Internal Review and avoid any delay, write to:

**Administrative Officer, Internal Review WorkplaceNL**  
**146-148 Forest Road P.O. Box 9000**  
**St. John's, NL A1A 3B8**

### Attention: Internal Review

Note: Your written request must be registered within 30 days of the date that you receive WorkplaceNL's written decision and must state the reasons why you disagree with the decision.

## What's involved in an Internal Review?

Internal Review is a flexible process which reconsiders initial decisions with as little delay as possible.

Once the Administrative Officer receives your request it is registered to be reviewed by an Internal Review Specialist. You will receive a letter from the Administrative Officer confirming receipt of your request.

The Internal Review Specialist thoroughly examines the file or issue to ensure all relevant information has been considered. It is the Internal Review Specialist's responsibility to ensure that your concerns have been properly understood and considered.

If further clarification is required, you will be contacted. Where new evidence is presented, please make sure your decision maker (e.g. entitlement adjudicator, case manager) is aware of it, as this may change the initial decision and an internal review may not be necessary.

The Internal Review Specialist provides WorkplaceNL's final decision in writing, within 45 days from the date your request is received.

## Will I get a hearing during the Internal Review process?

No hearing is held at the Internal Review stage, although the Internal Review Specialist may talk to you and others as part of the process.



## Am I allowed to view my file?

Under WorkplaceNL policy, you (or your authorized representative) can access your file. If the issue being disputed is about an injured worker's claim, an employer shall be permitted access to relevant documentation on file. An employer (or the employer's authorized representative) is allowed to access information which is relevant to the disputed matter. An Internal Review Specialist will determine what documentation is relevant to the issue. The worker will be notified when an employer or employer's authorized representative is granted access to the worker's file.

All requests for copies from files must be made in writing to the Internal Review Clerk. Please indicate exactly what information you wish to receive.



## What happens if I disagree with the Internal Review decision?

The Internal Review Specialist makes WorkplaceNL's final decision. If you don't agree with this decision, you can request a review by WHSCRD within 30 days from the date you received the Internal Review decision. You must first go through the Internal Review process before you can go to WHSCRD.

## Request for file information:

Please complete our **Request for File Information Form** on our website.

Submit to: **Internal Review Clerk, WorkplaceNL**

146-148 Forest Road  
P.O. Box 9000  
St. John's, NL  
A1A 3B8

**Reference:** Access to File

**Note:** Remember to specify what information you are looking for.

**Administrative Officer** t 778.1580 f 778.1586

## Contact *Internal Review*

### St. John's

146-148 Forest Road  
P.O. Box 9000  
St. John's, NL A1A 3B8  
t 1.800.563.9000

## Grand Falls-Windsor

26 High Street  
P.O. Box 850  
Grand Falls-Windsor, NL A2A 2P7  
t 489.1600  
f 489.1616  
t 1.800.563.3448

## Corner Brook

2 Herald Avenue  
Suite 201B, Millbrook Mall  
P.O. Box 474  
Corner Brook, NL A2H 6E6  
t 637.2700  
f 639.1018  
t 1.800.563.2772

For more information about internal review or requesting files visit:

[www.workplacenl.ca](http://www.workplacenl.ca)

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