FAIR PRACTICES COMMISSION

Fairness Matters:
Understanding the Role of the Fair Practices Commission

Website: www.fairpractices.on.ca

Ronan O'Leary, Commissioner
November 18, 2026

FPC
CPÉ

Agenda

Basics – FPC

Practical Questions

- What issues can you help with?
- Any tips before I make a complaint?
- What do you do during your review of a complaint?
- If you can only make recommendations, are you effective?
- Can you review complaints about appealable decisions?

Case Examples



FPC - basics

Role

– Resolve complaints

– From workers, employers and service providers (and their reps)

- Recommend service-wide improvements too

Cornerstones



Impartial



Independent



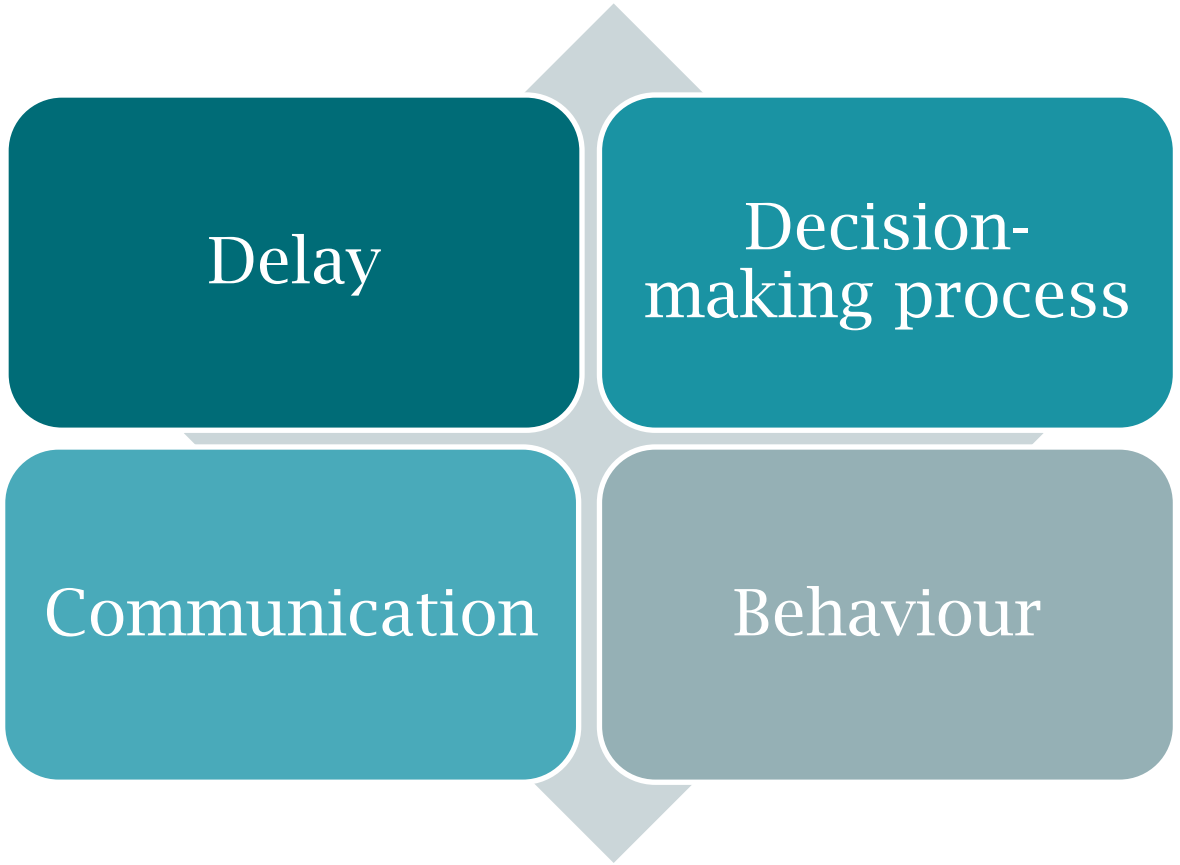
Confidential



Credible

Fairness

Four Fairness Benchmarks



FPC – in practice

What issues can you help with?

- Can't get a straight answer
- Can't get any answer
- Correspondence is misdirected
- Appeal is not moving forward
- Access to the claim is delayed
- Delays in obtaining medical information
- A relevant policy was not applied

FPC – in practice

Any tips before I make a complaint?

Don't wait until the end of the claim

- Live ongoing issue

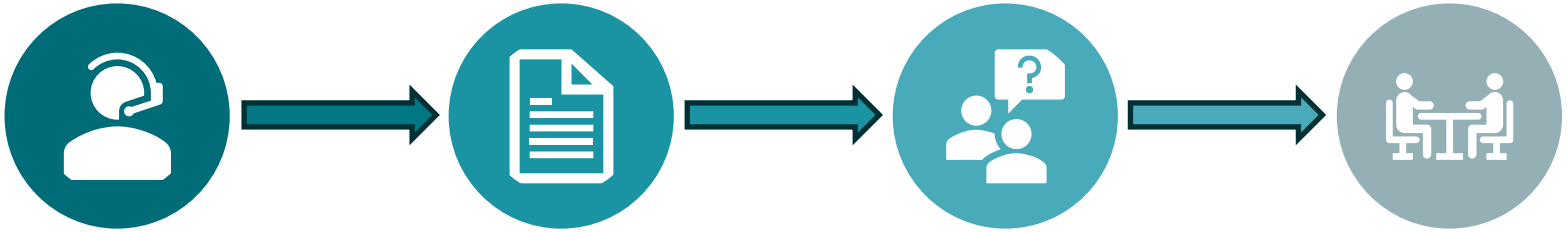
Don't feel like you need to build a case or gather lots of evidence

- We have access to claim
- But please be specific

DO try to resolve your complaint directly with the WSIB first

FPC – in practice

What do you actually do to review my complaint?



Telephone Intake

Review claim, relevant policies

Make inquiries with WSIB, if needed

Communicate Outcome

FPC – in practice

If you can only make recommendations, are you effective?

- Quick
- Free
- Informal
- Strong investigative powers
- Access to all staff
- Canary in coal mine

FPC – in practice

Can you review complaints about appealable decisions?

- Cannot overturn or change WSIB decision
- Not intended to be a substitute for appeal process

If there appears to be a procedural concern, we may bring it to the attention of the WSIB

Resolved Complaint - example

Delay in Reviewing Video Evidence



Employer disputed worker's account of events

Couriered WSIB footage of the incident

Delivered 3 weeks prior, not added to claim, little effort to find it.

FPC made inquiries with mail room



Further inquiry with Operations to prioritize the review



Review led to initial entitlement being overturned

Resolved Complaint - example

Employer rep unable to contact IT

Online account not working properly





Customer Care opened an IT ticket

No progress, no updates





FPC contacted IT directly who ensured ticket was prioritized and updated rep

QUESTIONS ?



Website: www.fairpractices.on.ca

Email: complaints@fairpractices.on.ca
ronan_oleary@fairpractices.on.ca