

What won't the Customer Liaison Officer respond to?

The Customer Liaison Officer will not respond to:

- issues about a worker or employer file
- interpretation of decisions
- issues under appeal or involving the right to appeal
- issues pertaining to the law
- weighing of evidence
- referrals from staff
- general inquiries, which will be referred to the receptionist

What happens after a customer service complaint is made?

Within 24 hours of receiving the complaint, the WCB staff person responsible for investigating the complaint will contact the complainant. If further investigation is required, a follow up contact will be made with the source of the complaint within 5 business days.



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For more information, please contact:

Customer Liaison Officer
Workers Compensation Board
PO Box 757
Charlottetown, PE C1A 7L7
Tel: 1-866-460-3074
Email: customerliaison@wcb.pe.ca
Fax: (902) 368-6359
Website: www.wcb.pe.ca



Customer Liaison Service

What is the Customer Liaison Service ?

The customer liaison service provides a formal way for you to log complaints about the quality of service offered by the WCB.

A Customer Liaison Officer, within the WCB, is responsible for receiving your customer service complaints.

The Customer Liaison Officer will record information on all quality service issues, transfer this information to the appropriate staff person, and ensure that the WCB has responded to each complaint received.

Why does the WCB have a Customer Liaison Officer?

The WCB believes that open communication is key to achieving the goal of continuous workers compensation system improvement.

Addressing customer service complaints through formal methods of recording and responding allows the WCB to identify and focus on the service issues that are important to our clients.

How does the Customer Liaison Service Work?

If you are not satisfied with the quality of service provided by the WCB you may submit a complaint by:

- calling the Customer Liaison Officer directly at **1-866-460-3074**
- writing a letter and sending it by mail to:
WCB - Customer Liaison
PO Box 757
Charlottetown, PE C1A 7L7
- writing a letter and sending it by fax to:
WCB - Customer Liaison
(902) 368-6359
- sending an email to:
customerliaison@wcb.pe.ca
- making an appointment to meet in person with the Customer Liaison Officer by calling **1-866-460-3074**

What type of complaints does the Customer Liaison Officer respond to?

The WCB encourages your feedback, through the Customer Liaison Officer, on quality of service issues. For example, the Customer Liaison Officer will record and facilitate response to the following types of issues:

Timeliness - The WCB's ability to provide answers to your questions in a timely manner.

Ability to answer questions - The WCB's ability to provide answers to your questions.

Politeness - The WCB's ability to treat you with courtesy and professionalism.

Clarity of Communication - The WCB's ability to write and speak clearly to you.

Accessibility - The WCB's ability to provide you with access to the appropriate staff.

Frequency of Contact - The WCB's ability to remain in contact with you.

Will the Customer Liaison Officer respond to all complaints?

For purposes of the customer liaison service:

- "customer service" is defined as a service provided by an employee of the WCB or a service provider contracted by the WCB to provide a service to a client.
- "complaint" is defined as a formal expression of dissatisfaction by a client who was not satisfied with the quality of service provided by the WCB.

All contacts made through the customer liaison service will be recorded by the Customer Liaison Officer.

The Customer Liaison Officer, however, may decide the complaint does not fit the scope of the customer liaison service and refer the source of the contact to another area within the WCB.

Contacts made through the customer liaison service will not be included in worker or employer files.