

## **DISPUTE RESOLUTION POLICY – WORKBC CAMPBELL RIVER**

### **PURPOSE**

This policy sets out direction for WorkBC Campbell River staff receiving and responding to complaints. It reflects our culture of openness, respect, responsiveness, and professional ethics. WorkBC Campbell River provides fair, consistent and timely processes to guide dispute resolution upon receipt of Client requests for review of decisions, in addressing complaints or concerns raised by Clients, other Service Providers, government bodies and the general public.

### **POLICY**

WorkBC Campbell River recognizes that dissatisfaction/conflict may arise at any stage in the service delivery relationship. The parties experiencing disagreement will be encouraged to work together in an attempt to reach a solution. Consensus is the goal of the conflict resolution process and resulting decisions are consistent with WorkBC policies and service standards. No reprisal will result from submission of a complaint, regardless of the outcome. Persons served will be treated with respect and dignity.

### **RESPONSIBILITY**

WorkBC Campbell River's Executive Director and Regional Managers are responsible to review the process of dispute resolution.

### **REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE**

Policy for the WorkBC Centre Campbell River (Contractor)

### **PROCEDURE**

Individuals will be encouraged to provide constructive feedback and voice any concerns as part of their ongoing involvement in services. It is anticipated that most issues will be dealt with informally however if a more formal approach to dispute resolution becomes necessary, the steps outlined below will be followed:

#### ***Step One:***

Individuals will be encouraged to resolve the issue directly with the WorkBC staff representative involved. If the situation involves concerns about a contracted service provider's actions or decisions, complainants will be recommended to contact that service provider directly. If the complainant is not satisfied with the service provider's response, or does not feel safe or comfortable dealing with the service provider directly, then WorkBC Campbell River will process the complaint under this policy. **If this action does not resolve the issue ....**

#### ***Step Two:***

Individuals will be directed to submit a complaint in writing to the appropriate Regional Manager of the WorkBC Centre. They will request submissions from all involved parties, including witnesses; and will conduct an investigation and set up a meeting within 24 hours of receiving written notice. The Regional Manager will provide a written decision to all parties within 48 hours of receiving written notice. **If this action does not resolve the issue ....**

#### ***Step Three:***

Repeat step two with the Executive Director. They will investigate and provide a written decision within 48 hours.

#### ***Step Four:***

In the event that the client is refused service based on discretionary decision making (rather than Ministry policy, legislation, eligibility or budget availability) and the client believes the refusal was not justified, the decision will be reviewed during an appointment with the Executive Director.

Documentation from ***Step Two*** onwards will be maintained within the Client's ICM file.