

Issue and Dispute Resolution Process

Intent of Process

WorkBC Terrace is committed to resolving issues that may arise. This is consistent with our Mission to “to provide quality service to individuals to help them achieve personal power and control over their lives”. This statement is the common lens by which all staff can perceive their approach and relationship to the work.

On occasion, there may be issues in the workplace regarding health and safety, wait times and service quality. WorkBC Terrace encourages participants to raise such issues with us so that an appropriate a resolution may be reached. Open communication is important; not only is it vital in developing and maintaining effective working relationships, but it also allows managers to gain valuable insight into potential issues. WorkBC Terrace and ES program participants share responsibility for maintaining open communication regarding policies and procedures and sharing information.

WorkBC Terrace’s goal is to empower individuals seeking employment and self-reliance by providing quality services and information in a positive, respectful atmosphere. We provide the tools necessary for participants to find a meaningful career and rewarding employment. WorkBC Terrace’s business process is informed by a strength based individualized approach to client service and therefore we strive to deliver prompt, efficient and appropriate services. All employees and program participants will be treated with respect and dignity; information collected by WorkBC Terrace will be kept confidential in keeping with FOIPPA.

Guiding Principles for WorkBC Clients

- The right to be heard
- The right to participate in an Issue Resolution Process
- The right to an impartial review of decision you believe to be unreasonable or unfair
- The right to receive clear, complete and appropriate reasons for a decision
- The right to obtain all relevant information that has led to a decision being disputed
- The right to appeal a decision

Service Standards

- New Job Searchers will have access to an intake appointment between 1- 3 business days
- Completed funding applications will be addressed between 1 - 3 weeks from date of submission

- Completed Job Start applications will be completed within 1 – 3 business days
- Job Searchers will wait no longer than 30 minutes for use of resource room equipment
- Staff members will treat all WorkBC service users with respect
- Staff members will ensure all Privacy policies are followed when working with the public
- Staff will ensure clients understand that no reprisal will occur as a result of filing a complaint

Process

If a Client states that he/she has a concern or complaint:

Step 1

Clients should first speak to the staff person directly involved with the complaint to address the concern and explore potential solutions.

A client who wishes to present a complaint at Step 1 of the issues resolution procedure, must do so no later than fourteen (14) calendar days after the date:

- a) On which he/she first became aware of the action or circumstances giving rise to the dispute.

Step 2 If the concern cannot be resolved by working directly with the staff member within 2 business days, the client will be referred to the Team Leader and the Client will put their complaint in writing.

Step 3 If the Team Leader is unable to resolve the dispute within 5 business days, the Team Leader will submit the complaint with consent from the client, to the WorkBC Terrace Account Manager for resolution in writing, within 10 business days. The written document will be confidential and will include a written summary of the solutions brought forward by all parties involved with the final decision.

Step 4 The Contract Account Manager will review all documentation provided from the Client and Team Leader and shall issue a final decision resolving the dispute within 7 to 10 business days.

Step 5 Where an issue may be critical these steps could be followed concurrently to fast track the decision for the Client.

In the event that a Client is refused a service based on discretionary decision making by the Contractor (rather than Ministry policy, legislation, Client eligibility or budget availability), and the Client believes that the refusal was not justified, the WorkBC Terrace will offer the Client an opportunity to have a decision reviewed. The decision will be reviewed by a neutral third party reviewer who has sufficient knowledge and expertise to provide a fair, objective and informed opinion. During this review, the WorkBC Employment Services Contract Manager may also

consult with the Ministry of Social Development and Poverty Reduction personnel as appropriate. WorkBC Employment Services Contract Manager will immediately inform the Ministry of any issues that cannot be resolved.

The Third Party Reviewer is:

Contract Manager – Progressive Employment Services Limited
139 1st Street East
Vanderhoof, BC
1-866-567-7375

If the service user is not satisfied with the attempt to resolve the issue made by Work BC Terrace, they may wish to use the WorkBC website General Inquiries contact option. A WorkBC website General Inquiries worker will then refer the matter to the Ministry of Social Development and Poverty Reduction.

The request to have a decision reviewed will be documented in ICM. The neutral reviewer will provide WorkBC Terrace with the findings of the review in writing. The results of the review will be shared with the Client and WorkBC Terrace must make the review available to the Ministry upon request. WorkBC Terrace is responsible for ensuring decisions follow the principles of administrative fairness.

As services are provided based on assessed need and eligibility, rather than entitlement, there is no option for Clients who disagree with Service Provider decisions to appeal to the Ministry.

Roles and Responsibilities

Complainant

- Bring the complaint/concern forward to staff verbally and in written form if necessary
- Be available to participate in the Process described above
- Be provided with written MSDPR Policy at Step 1 by staff from which the complaint has arisen.

WorkBC Terrace

- ensure there is a simple, quick, fair, confidential and transparent dispute resolution procedure in place and ensure Clients are made aware of the applicable issue resolution procedures
- Respond in a timely, courteous and respectful manner to all complaints
- Maintain a written record of all complaints
- Work for solutions to the complaint and incorporate solutions into ongoing practice when appropriate

- Continue to monitor and improve internal processes and decision making through regular staff and management meetings, that will improve the Client experience
- Provide MSDPR Policy to the Client
- Document steps of Issue Resolution in ICM

In the event that a complaint comes from Members of Parliament or Members of the Legislative Assembly on behalf of their constituents, from the media, other BC Ministries or from the Government of Canada, WorkBC Terrace will refer to the Ministry of Social Development and Poverty Reduction.