

## Issues Resolution / Decision Review Process

### Purpose:

The Issues Resolution Process is established to deal with any requests for review of decisions and to effectively resolve complaints made by Clients, other Service Providers, government bodies and the general public.

Specifically, this process is pertaining to concerns related to the provision of services or decisions made by staff at the WorkBC Centres Parksville-Alberni catchment region. This process will begin once a written complaint is received at the related WorkBC Centre.

It is the goal to ensure all parties involved are heard and that resolutions will assist parties in moving forward.

### Guiding Principles:

Staff at the WorkBC Centres in the Parksville-Alberni catchment region are experienced professionals and are dedicated to providing quality employment services. Should concerns be received in writing related to decisions made in the provision of these services, the WorkBC Centre staff will implement a resolution process that will be:

- 1) timely and efficient,
- 2) fair and transparent,
- 3) respectful of all involved.

Note: "Decisions" fall in to two main groups:

- 1) Non-discretionary: Decisions that we cannot change and that will not be reviewed. These include those that related to program policy, program eligibility, legislation, and budget availability.
- 2) Discretionary: Decisions that are outside of the above areas. A review of these types of decisions may be requested.

### Resolution Procedures:

#### 1) Register and Receive a Complaint

a) Within 10 business days from the date of the concern, the Complainant must document the concern on the Issues Resolution/Decision Review Form and submit this to the appropriate WorkBC Centre with which the complaint is related. The WorkBC Centre Receptionist can provide the form.

b) Once the Issues Resolution/Decision Review Form is completed, signed by the Complainant and provided to the WorkBC Centre, the Receptionist will direct the form to an appropriate Manager.

c) Upon receipt of the completed review request/complaint form concern, the WorkBC Centre Manager will acknowledge receipt in writing and document in the case file, if appropriate.

## 2) Create a Resolution Plan

The WorkBC Centre Manager will lay out a plan for addressing the issue and communicate this plan to all parties involved, aiming for agreement by all. This plan can involve:

- Research of the facts and by whom
- Identification of a neutral third party
- Arrangements for meeting(s) of the parties
- Actions for moving forward
- Documentation of decision(s)

## 3) Implement the Plan

The WorkBC Centre Manager will ensure the plan is implemented and all parties engaged to proceed through the steps of the plan. The process and decisions will be clearly documented. The results of the review will be shared with the Complainant. The WorkBC Centre Manager must make the review available to the Ministry upon request.

## Roles and Responsibilities:

### Complainant:

- 1) Review any relevant materials available related to the WorkBC employment services in question.
- 2) Review and follow the WorkBC Centre's Client Behaviour Expectations.
- 3) Submit concerns promptly (within 10 business days) to the appropriate WorkBC Centre staff person, ideally in writing.
- 4) Respectfully explain the problem as clearly and fully as possible, including any action taken to date.
- 5) Identify and indicate to the WorkBC Centre staff whether an advocate will attend any or all resolution meetings.
- 6) Be respectful of the confidentiality and privacy of all parties involved.
- 7) Participate in the process in good faith, with reasonableness and focus on resolution.

### WorkBC Centre Staff:

- 1) Receptionist to date-stamp the received form and ensure that a copy of this form is provided to the Complainant.
- 2) Manager will acknowledge receipt of requests for issue resolution within three business days.
- 3) Be respectful of the confidentiality and privacy of all parties involved and follow any relevant policies related to this.
- 4) Layout a reasonable plan for taking action, who will be involved and communicate the plan to parties involved.
- 5) Provide parties with progress updates on a weekly basis.
- 6) Document all client-related concerns and decision review requests in the Integrated Case Management System (ICM) as they occur, including: date, nature of issue, outcome and date of resolution.
- 7) Share the result of the review with the Complainant.
- 8) Ensure the review is made available to the Ministry upon request.