

CONFLICT RESOLUTION AND COMPLAINT PROCESS

The purpose of the conflict resolution and complaint process is to provide an avenue for the resolution of any concerns and complaints raised by clients, by other service providers, government bodies and the general public.

This process is a key resource for providing service to our clients and community that reflects our commitment to genuine and productive conflict/issue resolution guided by the principles of open, fair and transparent, timely and respectful service. Issues and concerns may include, but are not limited to, concerns regarding service quality, wait times, health and safety concerns or other concerns between parties.

Clients who experience a conflict with staff or other clients, or clients who have a complaint or a concern should follow the following process:

Informal Process:

To be followed prior to making a formal complaint

1. The client will speak with the involved WorkBC employee regarding the issue or situation and they will develop a plan for resolution within five (5) working days from the situation.
2. Should a plan for resolution not be reached, the client will request to meet with a WorkBC delegate (generally, a WorkBC Centre manager). Contact information for the delegate can be acquired by request of a WorkBC Resource Advisor in the appropriate WorkBC Centre.
3. The WorkBC delegate will contact the client and involved employee within three (3) working days to begin the complaint response process, which will include, but is not limited to: an interview with each party, review of any relevant information, the development of a summary of the issues and considerations, and analyse merits of the conflict resolution request or complaint and development and communication of a proposed resolution, to include specific and measurable outcomes for each issue.
4. The WorkBC delegate will provide the summary and outcomes within seven (7) working days of initial client contact and will outline a further follow-up period to address any outstanding resolutions/outcomes, if identified. It is the responsibility of the WorkBC delegate to follow-up with the client within the timeframe identified, if necessary.
5. The process will be documented by the WorkBC delegate in the appropriate file.

Should the client require support or assistance with this process, contact the WorkBC Centre manager or delegate will make appropriate and reasonable arrangements, including but not limited to: service in other languages (including sign language), assistive technologies, scheduling accommodations, transportation and child care supports and other supports as needed.

Should the informal conflict resolution process not be resolved to the satisfaction of the client, the following formal process may be launched.



Formal Process:

1. The client/complainant will complete and submit a Request for Reconsideration form to the Director of Operations/Executive Director (contact information is provided on the form), with supporting details of the conflict situation or complaint must be submitted to the Director of Operations/Executive Director within five (5) working days after the informal process has not resolved the situation.
2. The Director of Operations/Executive Director will investigate the merits of the complaint and may consult with staff and other relevant individuals, if necessary.
3. The Director of Operations/Executive Director will complete the investigation and prepare a written response and recommended resolution within seven (7) working days of receiving the conflict resolution request. The written response will be forwarded and reviewed with the client and the employee (if one is involved). Follow-up timelines, if relevant, will be identified and delegated.
4. The Director of Operations/Executive Director will file copies of the formal complaint including all relevant factual information and complete an analysis of the information.

Note 1: WorkBC will notify and consult with the Ministry around all complaints and decision review requests from the Members of Parliament or members of the legislative assembly, the media, other Ministries or the Government of Canada the Ministry within three (3) working days.

Note 2: In the event that a Client is refused a service based on discretionary decision (rather than Ministry policy, legislation, Client eligibility or budget availability), and the Client believes that the refusal was not justified, the decision can be reviewed by a neutral third party. Mediation is provided by certified mediators from FH&P Lawyers (Kelowna) at the earliest possible convenience. Mediation may take place in person or virtually with associated costs supported by the WorkBC Centre.

The mediator will provide the WorkBC Executive Director with the findings of the review in writing. The results of the review will be shared with the Client and Executive Director. The Executive Director must make the review available to the Ministry of Social Development and Poverty Reduction upon request of same.

Note 3: As services are provided based on assessed need and eligibility, rather than entitlement, there is no option for Clients/complainants who disagree with Service Provider decisions to appeal to the Ministry.

Copies of the complete Conflict Resolution and Complaint Process and the Request for Reconsideration form are available upon request.

WorkBC is always open to ideas and suggestions on ways to improve internal processes and decision making to ensure quality client services are provided.

All feedback, including complaints, will be documented and regularly reviewed by the WorkBC Centre Executive Director and the information gathered will be used to identify ways to improve our service.



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