

ISSUE RESOLUTION PROCESS

The intent of this process is to ensure that any concerns or grievances presented to our organization receive a fair hearing and resolution and that lessons learned are incorporated into our training, policies, and procedures as required.

Our guiding principles are:

- Respectful communication
- Sincere desire to understand the issue and how it has affected the complainant
- Provide a timely, fair, objective and informed resolution
- Keep all parties informed throughout the process

The complainant is responsible for providing accurate information and responding to contact attempts by the WorkBC Centre. WorkBC Centre staff and management are responsible for gathering information, reviewing WorkBC policy, and considering whether the outcome desired by the complainant is possible and reasonable.

The following steps will be followed until the issue is resolved:

Stage 1 – Staff

1. Staff will hear complainant's concern and explore avenues to resolve the issue.
2. Staff will suggest the complainant fill out an evaluation form which will be seen by a manager on the same day.
3. Staff will arrange for the complainant to speak to a supervisor within one business day if the issue cannot be resolved.

Stage 2 – Supervisor

1. A supervisor will hear the complainant's concern and explore avenues to resolve the issue. If WorkBC Policy interpretation is involved, a question may be sent to the Province through the Remedy system.
2. If a resolution is not achieved, the supervisor will escalate the issue to the Executive Director by way of the Decision Review and Issue Resolution Form. The supervisor will provide the form to the complainant and assist with completion if necessary.

Stage 3 – Executive Director

1. The Executive Director will review the facts and communicate findings to the complainant.
2. If resolution is not reached, the grieving party may request a third party review. The review would be conducted by supervisors or managers from WorkBC Parksville, WorkBC Campbell River, or WorkBC Port Alberni.

Stage 4 – Third Party Review

1. A reviewer will be selected based on availability and expertise.
2. The complainant will be given the contact information for the reviewer.
3. The grieving party is responsible for responding to questions from the reviewer and providing accurate information. The reviewer is responsible for either recommending an outcome that would satisfy the grieving party or upholding the decision/practice of the WorkBC Centre. The WorkBC Centre is responsible for communicating the findings to the grieving party.
4. If the grieving party does not feel the issue has been resolved, the Ministry will be informed.

Stage 5 –Implementation of Lessons Learned

1. All staff involved in the resolution process will meet to discuss potential improvements to processes, training, and policies. Any required changes will be made as quickly as possible.
2. Lessons learned will be communicated at the weekly service team meeting.

CONDITIONS:

- Parties presenting issues may bring a support person to any meetings.
- At each progressive step the party presenting the issue will be informed of the result.
- No step will take longer than five working days to complete.
- All decisions and processes at each step will be documented in writing. The results of the review(s) will be shared with the party presenting the issue. Results will be made available to the Ministry upon request.
- Lift Community Services and/or its Service Delivery Partners are responsible for ensuring that decisions follow the principles of administrative fairness.
- A record of all Issue requests and outcomes including: date, nature of issue, outcome and date of resolution will be recorded in the Integrated Case Management system.
- All issues presented from Members of Parliament or Members of the Legislative Assembly on behalf of their constituents, from media, other ministries or from the Government of Canada, will be referred to the Ministry.

If you have questions about the Issue Resolution Policy and Process please contact:

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