
Dispute Resolution Process

Fort Nelson Employment Services Inc. is committed to providing quality service for all clients and working in an open and accountable way that builds the trust and respect of employers and clients alike. One of the ways in which we can continue to improve our service is by listening and responding to the views of individuals that benefit from services provided by our organization, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely, and confidentially;
- we respond in the right way – for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognize that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- resolve informal concerns quickly;
- keep matters low-key;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

Before making a complaint we recommend that the individual first discuss his/her concerns directly with the staff member.

Fort Nelson Employment Services Inc. defines a complaint as ‘any expression of dissatisfaction (with Fort Nelson Employment Services Inc. or with a member of staff) that relates to Fort Nelson Employment Services Inc. and that requires a formal response’. The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant’s satisfaction.

Fort Nelson Employment Services Inc. responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;

- take action where appropriate.

A complainant's responsibility is to:

- bring their complain, in writing, to Fort Nelson Employment Services Inc. attention within one week of the issue arising;
- raise concerns promptly and directly with a staff member;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow Fort Nelson Employment Services Inc. a reasonable time to deal with the matter;
- recognize that some circumstances may be beyond Fort Nelson Employment Services Inc. control.

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Fort Nelson Employment Services Inc. maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit), therefore Fort Nelson Employment Services Inc. will not accept anonymous complaints. Should this be the case, the situation will be discussed with the complainant.

If one wishes to proceed with the filing of a complaint, he/she must provide:

- If any, the name(s) of the staff member(s) involved
- The complainants name(s) and contact information
- A written and detailed statement regarding the nature of the complaint
- The dates or specific timeline of events
- The remedy you are seeking
- Copies of all supporting documents, if required

The complaint form can be given to the Manager, Janice Adams directly through appointment. If not possible to set appointment right away, the complaint may be sealed in an envelope provided to reception who will forward to Mrs. Adams.

