
Dispute Resolution Process

WorkBC Fort Nelson 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 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 rights 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.

WorkBC Fort Nelson defines a complaint as ‘any expression of dissatisfaction (with WorkBC Fort Nelson or with a member of staff) that relates to WorkBC Fort Nelson 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.

WorkBC Fort Nelson responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

A complainant’s responsibility is to:

- bring their complain, in writing, to WorkBC Fort Nelson 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 WorkBC Fort Nelson a reasonable time to deal with the matter.
- recognize that some circumstances may be beyond WorkBC Fort Nelson control.

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and WorkBC Fort Nelson 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 WorkBC Fort Nelson 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.

Request for Internal Review

INSTRUCTIONS:

- Please print clearly
- Mail it **Attention: Program Manager** to the address that appears at the top of the form

| | |
|------------------------|--------------------|
| Last Name: | First Name: |
| Date of Birth: (d/m/y) | SIN# |
| Phone Number: | Case Manager Name: |

WHAT TYPE OF DECISION DO YOU WANT REVIEWED?

_____ My application for funding was denied _____ I was refused additional benefits

_____ I disagree with the amount provided _____ Other

Why do you disagree with the decision? If you have information that you think may help with the review, please explain here and attach any documents to this form.

You must request an internal review within 30 days of receipt of the decision. If more than 30 days have passed, please explain why you needed more time. If the reason your request was late was for reasons beyond your control, we may do an internal review even if the deadline is passed.

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| Signature: | Date: (d/m/y) |
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