

## 1 PURPOSE

- 1.01 The purpose for this policy is to provide a fair and reasonable process for handling disputes and to ensure their quick and effective resolution.

## 2 SCOPE

- 2.01 All Clients

## 3 POLICY

- 3.01 The organization has a fair and reasonable mechanism for resolving disputes.

## 4 RESPONSIBILITY

- 4.01 The Manager and delegates are responsible to review the process of dispute resolution.

## 5 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Policy for Employment Service Centre (Work B.C.)

## 6 PROCEDURE

- 6.01 Individuals should always try to resolve issues informally. If a more formal approach becomes necessary, carry out the steps outlined below:

Step One: First try to resolve the issue directly with the Case Manager. If this does not work....

Step Two: Put your complaint in writing to the Manager of The Employment Service Centre. She will request submissions from all involved parties, including witnesses; and will conduct an investigation and set up a meeting within 24 hours of receiving written notice. The manager will provide a written decision to all parties within 48 hours of receiving written notice. If this does not work....

Step Three: Repeat step two with the Board Chair. The Chair will investigate and provide a written decision within 48 hours.

Step Four: In the event that the client is refused service based on discretionary decision making (rather than Ministry policy, legislation, eligibility or budget availability) and the client believes the refusal was not justified, the decision will be reviewed by an appointment from the AHCSS board.

- 6.02 Documentation from step 2 onwards will be maintained in the ICM file.