

WorkBC—Smithers is committed to ongoing consultation with the people we serve and the continuous improvements to the quality of our service.

WorkBC

Employment Services

PURPOSE:

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

SCOPE:

All clients

RESPONSIBILITY:

Operations Manager

PROCEDURE:

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 Employment Coach. If a resolution cannot be agreed to...

Step Two:

Put your complaint/appeal in writing to the Office Manager of the WorkBC Smithers office. He/She will review your complaint/appeal and all documentation regarding the issue. This will also include interviews with all involved parties. Within 48 business hours, the Office Manager will report their findings regarding the issue.

If a resolution cannot be agreed to...

Step Three:

Put your complaint/appeal in writing to the Regional Manager of the WorkBC Smithers office. He/She will review your complaint/appeal and provide a written decision within 48 business hours after reviewing all relevant information.

Step Four:

In the event that Step Three did not resolve the issue, put your complaint/appeal in writing including reasons as to why Step Three was unsatisfactory and submit that to the Operations Manager for Kopar Administration Ltd. The Operations Manager will review all relevant materials and submit a final report within 72 business hours of receiving the complaint/appeal.

Step Five:

Should Step Four not resolve the issue and the issue is around a refusal of services based on discretionary decision making (rather than Ministry policy, legislation, eligibility or budget availability) and the client believes the refusal was not justified, a written appeal will be forwarded to our independent 3rd party mediator LaKeCoRe Management for review and final determination.

