

Issue Resolution Notice

We are committed to ensure that client, community and stakeholder requirements and expectations are consistently achieved, with the goal of enhancing service delivery through service satisfaction. We will conduct ourselves with integrity and be responsive and responsible to our communities through adhering to our core values and high professional service standards.

Resolution & Review Process:

1. Complainants who have a grievance/complaint which concerns a particular program or service of the contractor and/or their approved Sub-Contractors may first contact the Program Coordinator of that program and attempt to resolve the matter;
2. If the situation remains unresolved, the complainant will have the right to approach a senior human resources staff member;
3. If the situation is not satisfactorily resolved with the senior staff member, the complainant may approach the Executive Director;
4. The Executive Director, if still unable to resolve a grievance/complaint will appoint an internal committee of up to three (3) persons to look into the matter and make recommendations. The internal committee may consist of one front line worker, program supervisor and one management team member. Committee members will not be from the Program in question; and/or
5. The committee will be empowered to recommend that the matter be referred back to the Executive Director or other external neutral reviewer (see note below) for resolution, based on their recommendation.

Service Standards & Guiding Principles

1. At each progressive step, the complainant will be informed of the result.
2. No step will take longer than three to five working days to complete.
3. All decisions and processes at each step (see resolution process above) will be documented in writing. The results of the review(s) will be shared with the complainant. Grievances/complaints and results attached to a particular third party/government-funded program will be made available to the funders upon request.
4. The Contractor and its Sub-Contractors are responsible for ensuring that decisions follow the principles of administrative fairness, while honoring the diversity statement and position of the Contractor (see below).
5. The Contractor and its Sub-Contractors will maintain a record of all complaints, concerns and decision review requests including date, nature of issue, outcome and date of resolution.
6. The review/consideration of the the grievance/complaint and related decisions will be fact based and impartial.
7. Decisions and/or committee recommendations, may be incorporated into the Contractors future policies and best practices, in order to improve internal processes/decision making related to client-centered service (ie: shared with all team members during internal meetings as part of ongoing client service delivery standards).

Please Note | Staff will provide you with a full copy of this Issue Resolution Policy upon request.

WorkBC Centre Westshore and Sooke values the diversity of the people it hires and serves... we foster a workplace where individual differences are recognized and respected, while utilizing each person's talents and strengths. The more inclusive we are, the better our work will be.