



## **Issue Resolution Process**

**WorkBC Lakes District – Catchment 42**

**Progressive Employment Services Limited**

**Last updated: April 2019**

**Canada** 



This program is funded by the Government of Canada  
and the Province of British Columbia.

### **Purpose**

This process will ensure effective and timely processes to resolve Client requests for review of decisions and address complaints or concerns raised by Clients, other Service Providers, government bodies and the general public.

### **Outcomes**

In the event that a Client is refused service based on discretionary decision making by PESL (other than Ministry policy, legislation, Client eligibility or budget availability), and the Client believes that the refusal was not justified; PESL will have the decision reviewed by a qualified, neutral third party. The findings of this third party will be shared with the Client. A final outcome of the process should be improvements/refinements in internal processes and overall service delivery by the Contractor.

### **Guiding Principles**

This process will be client-centered, open, fair, transparent, timely, and respectful to all parties involved.

### **Process**

- 1) Client submits a written request to have their refusal of service decision reviewed. The Case Manager begins documentation in ICM (including date, nature of issue, outcome and date of resolution) and submits the written request to the General Manager.
- 2) If the decision request has come from a Member of Parliament, Member of the Legislative Assembly, the media, other ministry, or the Government of Canada on behalf of a Client, it will be referred to the Ministry. PESL will provide the Ministry with any additional background involving the Client.
- 3) For requests as outlined in Section 1, the General Manager will acknowledge the request in writing, detailing the process involved and providing an expected response timeframe. A written synopsis of the decision and reasons behind it, along with any supporting documentation, will be submitted to a designated third party with expertise and impartiality.
- 4) Weekly updates will be provided to the Client until the designated third party submits its findings on the matter, or the Ministry provides further direction.
- 5) Once the designated third party has submitted its findings in writing, PESL will share the findings with the Client and make the review available to the Ministry upon request. PESL will ensure that the decision follows the principles of administrative fairness.
- 6) Upon review of the third party findings, the General Manager will consult with Case Managers and other staff as necessary to determine whether a reversal of the decision is warranted. The final decision arrived at will be binding. Clients do not have recourse to appeal to the Ministry as services are provided based on assessed need and eligibility

rather than on entitlement. The Case Manager will ensure complete documentation of the entire process.

### **Roles and Responsibilities**

*Contractor:* Any staff participating in the Issue Resolution process on behalf of the Contractor must maintain impartiality and objectivity while making an effort in good faith to find both a fair and timely resolution to the issue. The Contractor must disclose all relevant information and respond to any questions within a reasonable timeframe.

*Complainant:* As the individual initiating the Issue Resolution process, the Complainant has a duty to cooperate fully by providing in specific detail the facts and circumstances relevant to the complaint. The complainant must participate in the process by providing any requested information, and responding to any questions in a timely manner. Participating in the Issues Resolution process does not absolve the Complainant of any prior responsibilities agreed to as part of accessing WorkBC Services.