

Issues Resolution Process:

Fort St. John WorkBC Centre is committed to providing quality service for all clients in an open, fair and transparent manner. The purpose of our Issues Resolution Process is to ensure that all our clients, employers, and community partners are aware of the service standards, outcome expectations, and processes of issues resolutions. Our services are delivered in a timely and respectful manner to all clientele. We aim to build trust with our community, employers, and clients by continuing to improve our service. We continue to ensure we are delivering services to the best of our abilities by listening and responding to the views of individuals that benefit from services provided by our organization and responding in a timely manner.

In order to do this, we aim to ensure that:

- Filing an Issue is as simple as possible
- We treat each Issue as a clear expression of dissatisfaction with our service that warrants an immediate response
- We deal with the Issue promptly and in a fair and transparent manner
- We respond with all information required (ex. An explanation, apology if we were in the wrong, or information on the action taken)
- We use the feedback provided to continue to improve our services and review our Issues Resolution Process as required

We recognize that there may be two types of Issues raised; informal and formal. The process for dealing with each of these types are outlined below.

Informal Issues Resolution – identified as a minor issue that does not escalate to the status of complaint

1. Resolve within 10 business days of receipt, by appropriate staff members involved
2. Provide mediation by a senior staff member or Manager, between the complainant and individual involved, as required
3. Escalate the Issue to Formal Issues Resolution if the manner can not be solved in this fashion

Formal Issues Resolution – escalated to the status of complaint, which can be defined as ‘any expression of dissatisfaction with Fort St. John WorkBC Centre or any member of its staff. During these types of Issues Resolution there are responsibilities on both parties.

Complaint requests from Members of Parliament, Legislative Assembly, the Media, other Ministries or the Government of Canada will be processed as a Formal Issue.

Unresolved Issues – will be escalated to the Ministry. Where possible WorkBC Centre staff will notify the Ministry immediately, of any unresolved issues.

Fort St. John WorkBC Centre Roles & Responsibilities:

1. Acknowledge the formal complaint in writing
2. Respond within 10 business days of receiving the written complaint
3. Deal with the complaint in a timely and sensitive fashion
4. Take all necessary action, where appropriate
5. Staff will take every action required to ensure that the complainant and the Fort St. John WorkBC Centre maintain confidentiality, however, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality, therefore Fort St. John WorkBC Centre will not accept anonymous complaints

Complainants Roles & Responsibilities:

1. Supply their complaint, in writing, to Fort St. John WorkBC Centre, within 10 business days of the incident
2. Raise concerns promptly and directly with a staff member
3. Explain the problem clearly and as fully as possible, including any mediation actions taken to date
4. Allow Fort St. John WorkBC Centre 10 business days to reply to the complaint, and reasonable time to act effectively
5. Recognize that we are a program funded and governed by Government of Canada and the Province of British Columbia, and some things may be outside of our control
6. Provide the following details in their written complaint:
 - a. Names of staff members involved
 - b. The complainants name and contact information
 - c. A written and detailed statement regarding the nature of the complaint
 - d. The dates and specific timelines of events, including any actions taken to remedy the situation
 - e. What the ideal resolution is that you are seeking
 - f. Copies of any supporting documentation, if available

Completed, written complaint forms can be provided directly to the Manager, Jeannette Karasiuk, directly through an appointment. If it is not possible to set an appointment right away, the complaint can be sealed in an envelope and provided to the front-end staff, who will see that Jeannette receives it in the quickest time possible.