

## Issue Resolution and Decision Review Process

The Work BC Employment Services Program Contractor, WCG International, takes pride in providing exemplary service to our clients and stakeholders. Issues and complaints are taken seriously with a high level of commitment to resolution in a fair and timely way. The purpose of this policy is to provide a clear and equitable process that leads to objective, satisfactory resolution. Additionally, WCG is committed to continuous service improvement for clients and stakeholders.

Should clients or stakeholders feel they have received unsatisfactory services or disagree with a decision made regarding WCG's provision of WorkBC services and supports, our Work BC Staff are readily available to assist to resolve any concerns appropriately and respectfully. During this process, clients can use an advocate of their choosing with prior consent, to assist in resolving the issue successfully.

Please follow the steps below to begin the review process.

### Informal Review

1. You are firstly encouraged to contact the staff member directly involved to work towards resolution of your concern. (Please proceed directly to Step 2 below if you prefer to speak directly with the Centre Manager.)
2. Contact your WorkBC Centre to request a meeting with the Centre Manager. The Manager will offer a meeting time with you to discuss your concern within **2 business days**. Following this meeting, the Centre Manager contact you within **two additional business days** to provide you with feedback and solutions that can be provided to address your concern.

### Formal Review

Should your issue or concern not be addressed satisfactorily with your Centre Manager, please request an Issues Resolution and Decision Review form. You can complete and submit this form to the Regional Manager of Burnaby at the following e-mail address: [chris.hildebrand@wcgservices.com](mailto:chris.hildebrand@wcgservices.com). You may also submit this form by mail to the following address:

WorkBC Employment Services  
Burnaby Catchment  
#101 – 3999 Henning Drive  
Burnaby, BC V5C 6P9

The formal review process then takes place through the following steps.

1. The Regional Manager will acknowledge receiving your request for formal review within **two business days** and provide information about next steps.
2. The Regional Manager will then investigate and conduct a review of the issue or concern through discussion, as required, with all involved staff and stakeholders, including yourself. (This will take place **within ten business days**. Should there be any delay in conducting our review, we will update you **at least weekly** as to the ongoing status.)
  - a. During this review, the Regional Manager may also consult with WCG's WorkBC Employment Services Contract Manager as well as with the Ministry of Social Development and Poverty Reduction personnel as appropriate.
3. The Regional Manager will then provide the results to you in a written document (either by e-mail or by letter as to your preference of communication) within **two business days** following the completed review.

### Independent Third-Party Review

The decision and review conducted through the formal process will be final if it relates to Ministry policy, legislation, Client eligibility or budget availability. If the decision was not based on policy, legislation, eligibility or budget, and you believe a decision that was made was not justified; you may have the decision reviewed by a neutral investigator external from WCG. We will advise you in writing if that option is available to you, and what the process is to explore that.

The Third-Party Review committee will investigate and advise you of the results of its review as soon as



possible. If our decision **exceeds 5 business days**, we will keep you updated at least weekly on the status of our review. After completing our review, we will respond to your concern in writing. This will occur no later than 30 days after the Issue Resolution Form was received.

The contact information for the Third-Party Review process is as follows:

The Neutral Zone, Coaching and Consulting Services Inc.  
1500 – 800 West Pender Street  
Vancouver, BC V6C 2V6  
<https://www.theneutralzone.ca/>

### **Additional Information**

WCG's WorkBC Employment Services Contract Manager will immediately inform the Ministry of any issues that cannot be resolved. WCG will ensure that you receive contact information for a Ministry Representative.

All issues resolution and decision review requests coming from Members of Parliament or members of the legislative assembly, the media, other ministries or the Government of Canada will be immediately directed to the Ministry of Social Development and Poverty Reduction – Employment and Labour Market Services Division (ELMSD)

All issues and concerns are tracked to ensure resolution and to facilitate implementation of improved policies and processes as required.

