

## Dispute Resolution Process

### **In the event that a client disagrees with a decision that WorkBC has made and wishes to dispute it:**

1. The client meets with their WorkBC case manager to review the decision. If the issue can be resolved through this discussion the process ends.
2. If the client is still dissatisfied with the outcome and wishes to have further review, an appointment with the WorkBC Executive Director is made within five business days for the client to discuss their concerns. After this meeting, the Executive Director will set another appointment for one week's time. During that time fact-finding will be conducted. The Executive Director will make a determination and communicate this verbally to the client at the next meeting.
3. If the client is still dissatisfied with the decision the independent review process is initiated. At that time the client communicates to the Executive Director the method of communication they agree to be contacted by i.e. telephone, email, mail. The client also signs a release of information at this time allowing WorkBC personnel to discuss the details of the decision with review panel members and any other relevant parties named on the release. The client has one week in which to request a review panel and provide WorkBC with the signed release. Failure to comply will result in the Executive Director's decision being deemed final and the decision review process completed.

### **Independent review process:**

1. The Executive Director will set a date and time for the independent review panel meeting based on the scheduling needs of the representatives. The client will be informed of the meeting time, date and location at least two business days prior to the meeting date.
2. Decision review panels will consist of three individuals. One selected by the client, the other two; unbiased, reputable community representatives such as clergy or social service workers chosen from a standing list maintained by WorkBC and based on their ability to attend.
3. Every effort will be made to schedule the panel within one week of the last meeting. Once the date and time has been set, the client is notified immediately using the agreed-upon communication method. The client is responsible for ensuring that their appointed representative knows the date, time and location of the meeting and that they are welcome to request a fact-finding meeting with the WorkBC personnel that made the disputed decision.
4. Decision review panel members may request a fact-finding meeting with WorkBC personnel prior to the review panel date.
5. The review panel meets with the client and Executive Director at the agree-upon time, date and location. If further information is required, the panel will agree to a second meeting time, date and location.
6. The majority decision of the review panel members will be final. Full consensus is not required.