

## **NYSA YOUTH EMPLOYMENT CENTER EPBC COMPLAINT PROCESS**

### **1.0 Statement of Intent and Guiding Principles**

#### **1.1 Statement of Intent**

The overall intent of the Decision Review and Issues Resolution Process outlined in this document is to provide all EPBC participants who access services in the Employment Service Centres (ESCs) administered by GT Hiring Solutions or our Service Delivery Partners (i.e., Victoria, Saanich, **Nanaimo**, Burnaby and Chilliwack) with the opportunity to have any complaints they may have considered respectfully and responded to promptly. This Decision Review and Issues Resolution Process is premised on a commitment to the open, fair, respectful and timely review and resolution of any complaints or concerns that are raised.

#### **1.2 Service Standards and Guiding Principles**

This Decision Review and Issues Resolution Process will be posted in a visible location in the Youth Employment Center (YEC) in Nanaimo Youth Services. It will be available in both hardcopy and online formats. Additionally, copies of the Decision Review and Issues Resolution Process will be shared with Ministry. Key steps and associated outcomes of each Decision Review and Issues Resolution Process undertaken will be logged in the ICM and made available to the initiator of the complaint ("complainant")

We will involve the complainant throughout the Issues Resolution Process. Complainants will be consulted in a meaningful way, have their point of view listened to and considered, and will be free from any fear of retribution. Decisions made in response to complaints will be reached using a fair and consistent process that considers relevant facts, without bias.

All complaints will be acknowledged and resolved in a timely manner. Complainants will be sent written notification that their complaint has been received using a standardized 'Complaint Receipt Acknowledgement' form within three business days of the complaint being received in writing. The Complaint Receipt Acknowledgement form will be sent to the complainant via email where possible and by mail if an email address is not available. If the Decision Review and Issues Resolution Process exceeds 10 business days from the date that a written complaint is submitted, the complainant will be provided with weekly written updates (after the 10 days has

passed) as to the progress of their complaint, until the complaint is resolved (see also Issues Resolution Process Timeline on page 4).

All of our staff members are trained to take complaints seriously and to address them in a manner that meets and/or exceeds MSD policy.

Complainants will be able to initiate the Decision Review and Issues Resolution Process at any point during service delivery, and up to 30 days after the issue leading to the complaint occurred. Written complaints can be submitted either in person or via email. Complainants who require assistance to submit a complaint will be directed to a third party individual or group for support in the preparation of their complaint and interpretation of the Issue Resolution Process.

## **2.0 Decision Review and Issues Resolution Process**

### **2.1 Decision Review and Issues Resolutions Process**

#### **Informal Process**

1. Once staff becomes aware that a complaint has been raised, they will offer the complainant an opportunity to discuss and resolve the issue directly with the applicable staff member. If this informal issues resolution process does not result in an acceptable resolution of the issue from the perspective of the complainant, the complainant will be offered the opportunity to initiate the formal Issues Resolution Process.

#### **Formal Process**

2. In order to initiate a formal Issues Resolution Process, the complainant will submit a written complaint outlining:

- Their name and contact information
- The date the complaint is made
- The nature of and the issue(s) leading to the complaint
- The name(s) of any staff members who may be involved

The written complaint will be forwarded to the ESC Manager who, within three business days, will:



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- Acknowledge receipt of the complaint (see also roles and responsibilities of the Contractor on page 4)
- Document the complaint in the ICM
- Forward the complaint to the appropriate agency, as applicable (e.g., Ministry, GTHS Management).

3. If the ESC Manager and/or the recipient agency deem that the complaint lacks adequate detail to be properly addressed, then the complainant will be offered feedback (e.g., missing information, etc.) and will be provided with neutral assistance to properly document their complaint.

4. If a complaint originates from Members of Parliament, Members of the Legislative Assembly, media, other Provincial Government Ministries or the Government of Canada, it will be forwarded directly to the Ministry who, in turn, will contact GTHS management, as required, to ensure the issue is effectively resolved.

5. If a complaint is based on a *discretionary decision made by ESC staff*, the complainant will be able to have the decision reviewed. This will involve the same process as described in Steps 1 to 4 (i.e., the complainant will submit a written complaint, etc.). Discretionary decisions are defined to include those decisions that are not related to MSD policy, legislation, client eligibility or budget availability.

6. If a complaint pertaining to a *discretionary decision is initially lodged with the YEC* and relates to their interaction with an EPBC participant, the YEC will first endeavor to resolve the complaint internally. In the event that the YEC receives a written complaint, they will inform their Manager, document the issue in the ICM, and update the complainant using the same timeline as GTHS (see point 10 below). If the complainant is not satisfied with the resolution outcome provided by the YEC, they will be offered the opportunity to forward the complaint to the GTHS Regional Manager. Once the issue is resolved, the complainant will receive a written copy explaining the outcome of the resolution process.

7. If a complaint is made to the YEC *regarding a YEC employee*, the ESC Manager will mediate a resolution between the complainant and the employee. The ESC Manager will document the issue resolution process in the ICM and will update the complainant according to the YEC Issues Resolution Process timeline (see also Step 10). If the complainant is not satisfied with the resolution they will be offered the opportunity to forward the complaint to the GTHS Regional Manager.

8. The GTHS Regional Manager will review all relevant material and make a final decision.

9. If a complaint is of a criminal nature, it will be reported to the local policing authority for investigation.

10. The following **issues resolution timelines** will apply to GTHS and NYSA Youth Employment Center:

- Receipt of complaint acknowledged (within 3 business days of receipt of written complaint)
- Review and resolve issue (within 10 business days of receipt of written complaint)
- Updates when issue resolution exceeds 10 business days (weekly written updates will be provided to the complainant starting on day 11 after the written complaint has been submitted)
- Reporting on and explaining the outcome of the resolution process to the complainant (with two business days of final mediation)

## 2.2 Roles and Responsibilities

In order for the Decision Review and Issues Resolution Process to work effectively, the following expectations regarding contractor and complainant roles and responsibilities will apply:

### **Nanaimo Youth Services Association – Youth Employment Center:**

1. Ensure that staff is aware of and fluent in the application of the Decision Review and Issues Resolution Process as it applies to all complainants.
2. Inform complainants in a timely way about the process including what they can expect in term of the acknowledgement of their complaint, progress reports, the decisions making process, and the reporting of process outcomes.
3. Document and update the process and the efforts to reach a solution in the ICM.

4. Ensure all steps taken, communications and outcomes of the process are documented and made available to the Ministry upon request.

**Complainant:**

1. Make staff aware of the issue that requires a resolution.
2. Provide an accurate account of the issue in writing.
3. Identify yourself and provide contact information.
4. Submit written complaints within 30 days of the actions or circumstances that prompted the complaint.
5. Make use of assistive resources to ensure that the reasons for the complaint are clearly identified.
6. Be prepared to meet with ESC staff in order to discuss and try to resolve the complaint.

**3.0 Additional Resources**

The BC Human Rights Coalition

<http://www.bchrcoalition.org/>

Ministry

<http://www.gov.bc.ca/hsd/>

BC Ombudsperson

Enquiry BC

Mediate BC

Victoria Dispute Resolution

Victoria Law Society

Burnaby Legal Advocacy Project – 604-254-9626

Law Students Legal Advice Program (UBC) 604-822-5791

Pacific Center for Dispute Resolution (Vancouver)

Local Citizens Advocacy contact information:

e.g., Nanaimo Citizen Advocacy Association 250-753-2321

**NYSA – Youth Employment Center  
EPBC Complaint Form**

**Name:**

**Date Complaint Made:**

**Contact Information** (address, phone, email):

**Nature of the complaint** (Description of the nature of and the issues leading to the complaint including the name(s) of involved staff)