

Technology@Work

Supporting employment for people with disabilities

Issues Resolution Procedure

Technology@Work has an issues resolution process to ensure effective and timely full response to any:

- request by a Client for review of a decision made by the Technology@Work Program regarding an Assistive Technology solution for the Client; or
- complaint about the Technology@Work Program by any person.

All Clients are provided with the Neil Squire Society's policy on harassment and sign they acknowledge receipt of these policies. These policies are to protect both a Client and a staff person against unwanted harassment and this policy is strictly adhered to.

I) Directions for Staff in the Event of a Conflict

In the event of a conflictⁱ, all staff must adhere to the following process and document all information:

1. Conflict, or perception of conflict by employee, occurs.
2. Staff member must immediately document conflict in the database and must include the following information:
 - a. Date and time
 - b. Delivery channel of conflict (ex. Email, telephone, in-person etc.)
 - c. Staff members involved
 - d. Nature of conflict
3. Staff member must immediately inform their supervisor of the conflict. The following information will need to be determined:
 - a. Seriousness of conflict – is there the possibility for legal ramifications?
 - b. What is the plan for resolving the conflict through collaborative negotiation?
4. Both the staff member and supervisor must both individually document this discussion in the database.

If a Client, or individual or any organization, lodges any type of specific or non-specific complaint to the Neil Squire Society (whether verbally to a staff person or in writing) about the Technology@Work Program, a decision or a recommendation, the following actions must occur:

5. The complainant must receive acknowledgement from the supervisor stating we are aware of the complaint. This must be completed within five business days.
6. The complainant must be called by the supervisor and ascertain (if it is not specific in the complaint): the nature of the complaint; the time and date (if applicable); the delivery channel of conversation and materials (ex. Email, telephone, in-person etc.).
7. The supervisor will also inform the complainant that complaint reviews can take as long as 10 business days and notwithstanding this time period, the complainant will be apprised of the progress of the complaint every five business days.
8. Supervisor and staff member must meet daily until an outcome is ascertained.



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9. When the process has been completed, the supervisor will notify the complainant in writing of the outcome.

Judicious record keeping is a must. The file will contain a record of all requests for review of decisions and complaints, including the date of the review request or complaint, the nature of the issue, the outcome and the date of full response.

II) Review Request by Complainant

In the event the program refuses to provide a Client service that is the result of an exercise of discretion by staff (and not Ministry policy, law, or Client eligibility criteria or Assistive Technology funding restrictions imposed by our contract) and the Client/complainant requests a review of that refusal, we do offer the complainant an opportunity to have the refusal decision reconsidered by the National Operations Manager to provide a fair, objective and informed decision that follows the principles of administrative fairness.

1. Supervisor and staff member must inform the National Operations Manager of the situation and provide him with all information documenting the process
2. The National Operations Manager will contact the complainant and explain the next steps in the dispute resolution process. The process is to be defined as follows:
 - it is a full and impartial review
 - all facts from the complainant are heard either in person or on the phone
 - the National Operations Manager will convene a team meeting to review their decision
 - after analysis of both sides, the National Operations manager will render a decision
 - timelines remain the same as per rule #7 above
3. This discussion needs to be documented in the database and include the following information:
 - a. Time, date of contact
 - b. Delivery channel
 - c. Who administered the contact and who was present
 - d. Nature of the conversation
 - e. Updated plan for resolving the dispute through mediation
4. When a decision has been reached, the National Operations Manager will inform the complainant of the decision in writing.

III) Deadlock

In the event the complainant rejects the decision of the National Operations Manager, the National Operations Manager will immediately notify the Ministry and include background to the dispute.



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IV) Other reviews

The Contractor will refer any request for review of a decision or complaint from:

- a Member of Parliament or Member of the Legislative Assembly on behalf of a constituent,
- the media,
- any ministry of the Government of British Columbia, or
- the Government of Canada, or any department or agency or the Government of Canada, to the Ministry. The Ministry may consult with the Contractor in preparing any response.

V) General

This document shall be posted in each office and on the Technology@Work website.

ⁱ A conflict can cover any number of areas. For example, a Client may disagree with the technology recommended; a Client may become hostile and antagonistic; a staff person may become defensive and the Client becomes offended