

Chapter 8: Resource Work Policies	
Policy 8.21: Dispute Resolution for Caregivers	
Effective Date of Policy: March 1, 2017	Amendment Date of Policy:

Policy Statement

Caregivers have access to a dispute resolution process that adheres to the principles of administrative fairness.

Outcomes

- Issues between delegated workers and caregivers are resolved informally and locally, wherever possible.
- Issues are resolved in a timely and administratively fair manner.
- Caregivers and advocates are treated respectfully during dispute resolution and appeal processes and receive the support or help they need to resolve issues.

Standards

- 8.21.(1) If an issue cannot be resolved at an informal and local level, inform the caregiver of the option of making a written request for the outstanding issues to be reviewed by the responsible manager.
- 8.21.(2) Upon receipt of the written request from the caregiver, the responsible manager must inform the caregiver in writing within 7 days about whether or not the manager agrees to review the issue and include the reasons.
- 8.21.(3) A review by the responsible manager must be completed within 30 days after the manager has informed the caregiver about a decision to proceed with a review, unless the caregiver agrees to an extension.

Procedures:

Informal and Local Resolution

- When a caregiver wishes to make a complaint on behalf of a child in care, the general [complaints policy](#) for service recipients is followed. However, if the caregiver has a complaint about a decision that affects the caregiver, this policy is followed unless the matter involves a serious sanction (loss of level or closure of the family care home) resulting from a Quality of Care Review or Family Care Home Investigation.
- Where possible, resolve issues proactively by maintaining clear, open communication and regular contact with caregivers.
- When there is disagreement between a delegated worker and a caregiver:
 - Assess the issue or concern to determine whether and what further action is needed;
 - Meet with the caregiver in person to exchange relevant information and to discuss the issue or concern;
 - Inform the caregiver about the existence of this policy;
 - Advise the caregiver of the contact information for a support person or available support services, such as the BCFFPA, IPS or other local services; and
 - Inform the support person for the caregiver that they must sign an oath of confidentiality prepared by the director prior to the support person's involvement in informal resolution.
- Gather any information required about the issue or concern and reach a decision, consulting with or interviewing the caregivers as appropriate.
- A supervisor may become involved in resolving informally an issue at the local level.

Review by Responsible Manager

- Whenever an attempt at informal and local resolution has failed to produce agreement or where the caregivers are dissatisfied with the outcome of the informal and local dispute resolution steps, inform the caregiver of the option to make a written request for a review by the responsible manager.

- If the responsible manager has already played a role in earlier decision making about the issue, the manager requests that another uninvolved manager become the responsible manager for receiving the request for a review.
- The responsible manager may review an issue raised by the caregiver if the issue pertains to the administrative fairness of earlier decision making and if there is no external process (courts, Ombudsperson etc.) underway.
- If the responsible manager decides to conduct a review, the caregiver is sent a letter within 7 days of the responsible manager receiving the review request, indicating the commencement of a review, the issues under review and the timeframe for completion of the review.
- The responsible manager completes the review within 30 days of receiving the written request for a resolution (unless an extension is agreed to by the caregiver). Within 7 days of the completed review, the responsible manager distributes a written resolution/decision to all involved; contacting the caregiver by registered letter and informing the caregiver of the options for external reviews (i.e. Ombudsperson).
- If the responsible manager decides not to conduct a review, the caregiver is sent a letter within 7 days of the responsible manager receiving the review request, indicating the reasons why the complaint is not accepted and describes the options for external reviews (i.e. Ombudsperson).