

POLICY

NUMBER:10.3.1R

Effective Date: January 1, 2003

Topic: Quality of Service Delivery

Date Issued: January 1, 2003

Section: General Policies

Date Approved by Board of Directors: December 12, 2002

Subsection: Administration

DEFINITIONS

The three categories of communication regarding the quality of service are compliments, complaints and suggestions. For the purpose of this policy, the following definitions will apply:

- **Compliment** – An expression of praise for an individual, a team, a department or the organization.
- **Complaint** – A formal expression of dissatisfaction provided to the organization about a product, advice or service offered or provided coupled with a request to remedy the problem. A formal complaint may be filed with the Workers' Compensation Board (WCB) by phone, letter, fax, e-mail or personal interview.
Disagreement with a decision issued by WCB is not considered a complaint. The appeal process is the mechanism provided for under the Workers' Compensation Act to ensure all decisions are correct according to the Workers' Compensation Act and the policies of the Board.
- **Suggestions** – Comments and recommendations made by external parties on how process and service can be improved or service delivered more effectively.
- **Client Relations Officer** – Position designated to review and investigate complaints filed with the WCB regarding the quality of service delivery and process issues. The Officer or designate will determine whether the complaint is unsubstantiated or substantiated and respond to the complainant.
- **Complainant** – A person filing a complaint with the WCB regarding service delivery or process.
- Complaint – **Unsubstantiated** – The findings of a review or investigation by the Client Relations Officer or designate do not support the allegation(s) made by the complainant.
- Complaint – **Substantiated** – The findings of a review or investigation by the Client Relations Officer support the allegation(s) made by the complainant.

POLICY STATEMENT

The WCB strives to provide quality service to all external stakeholders, including workers, employers, service providers and members of the public. To support this goal, every communication received from a stakeholder or a member of the public is viewed as either an opportunity to recognize service excellence or as an opportunity to consider service improvements.

1. Compliments:

Compliments received regarding individual employee performance and team performance will be sent to the employee's Manager, who will inform the employee and/or the team. Compliments on department performance will be sent to the CEO and Vice President of the department. Compliments on the organization will be sent to the CEO and Chair of the Board.

2. Complaints:

A formal complaint can be filed with the Client Relations Officer about service delivery or the conduct or behaviour of a Board employee. Contact will be made promptly with the complainant by the Client Relations Officer or designate.

Once a complaint is filed, it will be investigated by the Client Relations Officer or designate. A determination will be made as to whether the complaint is substantiated or unsubstantiated. Following completion of the investigation, the complainant will be contacted and informed of the outcome of the investigation.

The fact that a complaint has been made shall not prejudice any decision made in relation to present or future claims or assessment matters related to the complainant.

When a complaint is substantiated, it will be handled through the WCB internal human resources process. No complaint information will be used for any inappropriate purpose.

Normally the WCB will not investigate anonymous complaints about service delivery; however, the Client Relations Officer can refer a matter to the Investigation Unit.

3. Suggestions:

Suggestions received through this process regarding service improvements will be forwarded to the Vice President of the operational department for consideration and response.

All other suggestions will be responded to by the Communications Department.

APPLICATION

This policy applies to the quality of service delivery effective January 1, 2003 and replaces Policy 10.3.1 issued on December 1, 1995 and effective February 1, 1996.