

2.3 COMPLAINTS HANDLING

2.3.1 – COMPLAINTS HANDLING: GENERAL

Policy Statement:

The FMEP works in collaboration with the Director of Maintenance Enforcement and the BC Ombudsperson to review and respond to all complaints quickly and effectively. Complaints are handled by the FMEP directly. If a complaint cannot be resolved by the FMEP, the Director of Maintenance Enforcement will become involved.

Policy Purpose / Rationale:

- To resolve complaints, as much as possible, within the Program.
- To provide the Program the opportunity to learn where existing approaches to policy and procedures might benefit from review.

Policy Considerations:

- Complaints to the Program must be readily heard and addressed in a courteous, professional manner at all times.
- Unresolved complaints are escalated through the Program up to the Director of Operations and Director of Maintenance Enforcement, as necessary (see Policy COM-2).
- Complaints may be initiated through any of the Ombudsperson, MLAs, the Director or the Program, and all parties involved must work collaboratively towards an effective resolution.
- While staff must attempt to respond with professional courtesy and concern, they are not required to take abuse from complainants. If a complainant does not stop being verbally abusive, swearing or using obscene language, the staff member may terminate the call.

2.3.2 – COMPLAINT RESOLUTION

Policy Statement:

Any complaint should be resolved as quickly as possible, and preferably resolved at the point where the case management decisions are made.

Policy Purpose / Rationale:

- FMEP is committed to ensuring every case is handled fairly and that clients are treated with courtesy and respect.

Complaint resolution steps:

1. A payor or recipient should be encouraged to direct the complaint to an enquiry representative or to the enforcement officer managing the case.
2. Where the complaint cannot be resolved through that process, the payor or recipient will be referred to an enforcement manager to seek resolution.
3. If that process does not resolve the complaint, the payor or recipient will be referred to the office of the Director of Maintenance Enforcement.
4. Through the Director's office, client relations officers will work with FMEP staff and managers to resolve the complaint.
5. If the complaint cannot be resolved after the involvement of the Director's office, the payor or recipient should be referred to the Office of the Ombudsperson.

2.3.3 – STANDARD FOR COMPLAINT RESPONSES

Policy Statement:

Written complaints are to be responded to in 10 days, if the letter comes directly to the Program. Telephone complaints are to be investigated and responded to in 5 days.

Policy Purpose / Rationale:

- To provide acceptable service levels to FMEP clients.

Policy Considerations:

- None identified.