Informal Resolution Process Flowchart

Complainants are encouraged to seek informal resolution of their complaints / grievances or concerns. This informal procedure is intended to promote communication between the parties involved, either directly or through an intermediary, in order to facilitate a mutual understanding of what may be different points of view.

Customer walks in and informs OSCC staff of intent to file complaint

Customer is directed, at once, to the Complaint / EO Officer, backup or Manager

Complaint / EO Officer provides assistance to complainant with identifying clearly the nature of complaint

Explains complaint system process

Complaint / EO Officer - Attempts informal resolution (5 working days)

- If Not Resolved –

1. Provide assistance and form ETA 8429
2. If discrimination related, provide DL 1 – 214a (Eng / Spa).
3. Make copy (ETA 8429 / DL – 1 – 214a) for complainant
4. Initiate formal resolution process (time frames)

(If additional information is requested to complete the investigation from complainant, allow 20 days for Non-MSFWs / 40 Days for MSFWs to respond – No response complaint is resolved.)

**IMPORTANT:** If the informal resolution process does not result in the resolution of the complaint to the satisfaction of the complainant, the complainant may utilize the formal complaint resolution process (including fact-finding and/or a local level hearing).

If informally Resolved, document resolution

For monitoring purposes, informal resolution of complaints *must* be recorded in the complaint log.