



**Who Cares? We do.**

If you believe we are not meeting our client service commitment:

Call 1-800-563-9000

A Manager will address your concern

Escalate to a Director/Executive Director, if needed

**Our client service commitment:**  
To provide the highest standard of fair, caring and quality service that meets, and often exceeds, our clients' expectations.

## Internal process for resolving client service complaints

The Commission is committed to providing the highest standard of fair, caring and quality service that meets and often exceeds our clients' expectations.

When a client has a concern about our service, assistance will be provided through our management team, who have the authority to resolve issues.

Client service concerns should be directed to one of the Commission's managers, depending on the nature of the inquiry and the area from which it originates. If the concern is not resolved by the manager, it is then advanced to the director, and if required, escalated to the executive director. The internal contact information for each area and escalation level is outlined in our listing of [Client Service Complaint Resolution Contacts](#).

In addition to this process, clients can also obtain further assistance from independent [worker](#) and [employer](#) advisors and the provincial [Office of the Citizen's Representative](#).

It is important to differentiate between a client's concerns with client service and concerns with a decision made by the Commission. Concerns with client service relate to 'how' service was delivered (courteous, timely, honest, accessible, respectful, etc.). If a client is concerned with the outcome of a decision, they should be encouraged to appeal the decision through an internal review process. The internal review process reviews decisions to ensure they are fair, reasonable and consistent.