

# Recommended process for resolving disputes

The Department and PSP Provider may experience occasional disputes as a normal part of working together. Refer to the [Permanency Case Management Policy](#) for full dispute resolution process.

Practitioners at the Department and PSP Practitioners act with urgency to resolve disputes. Where possible, disputes are resolved within two weeks at each step. Serious disputes will escalate more quickly and/or skip to step 3 or 4.

Dispute resolution process may differ in some situations.

1

## Local level discussions

where dispute is not resolved

### Department

- Caseworker – CSC, CFDU, ISS
- Permanency Coordinator
- Contract Manager

### PSP Provider

- Equivalent role



2

## Managers intervene *action plan developed*

where dispute is not resolved

### Department

- Manager Casework
- Manager Client Services
- Manager Commissioning and Planning
- Manager Practice and Permanency
- Permanency Coordinator

### PSP Provider

- Equivalent role



3

## Refer to senior leadership

where dispute is not resolved

### Department

- Director Community Services
- Director Commissioning and Planning
- Director Operations
- Director Practice and Permanency

### PSP Provider

- Equivalent role



4

## Refer to executive leadership

### Department

- Executive District Director

### PSP Provider

- Equivalent role

