

# 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.

