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.



Local level discussions

where dispute is not resolved

Department

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

PSP Provider

Equivalent role





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





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





Refer to executive leadership



Department

Executive District Director

PSP Provider

Equivalent role



