Service Issues Policy

Service Issue Management

Overview

Workplace Options (WPO) prides itself on providing meaningful and quality service that enhances employees' emotional, physical and/or practical well-being. Therefore, we want to know when the interaction with the service did not meet the customer need or expectation (participant or client organization). While our priority is ensuring the employee is supported, we also evaluate the issue from the perspective of improving the service. We conduct an in-depth investigation of each reported service issue to identify where the breakdown occurred. The information below outlines the steps that are undertaken once a service issue has been reported.

Policy

Workplace Options is committed to serving all our customers in a courteous, professional, and timely manner. We operate with customer focus at the center of the processes we have. In the occasion that a customer is not satisfied, we would like to make it right.
Customers (Clients and Participants) are encouraged to report any breakdown in several methods outlined below in this policy (Notification of Service Issue). WPO is committed to:

- Acknowledge all complaints.
- Conduct a thorough and detailed investigation for each reported breakdown.
- Aim to resolve the breakdown within 2 business days. In the occasion that a complaint cannot be resolved in 2 business days, the complaint reporting party will continue to be notified every 2 business days with progress of investigation.
- Each customer involved with the service issue will be contacted and re-engaged with unless they requested otherwise. Only in certain occasions, a case can be deemed inappropriate to engage with the participant. Issues related to clinical support will require the Clinical Quality judgement on the suitability of re-engaging with the participant.
- All complaints are subject to WPO Confidentiality Policy. Without a consent form, no details of the investigation will be shared with the complaint reporting party. In such occasions, WPO will not be able to acknowledge whether the customer in discussion has used the service or not. You can refer to our data privacy policy on our website: http://www.workplaceoptions.com/privacy-policy

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Procedure

Workplace Options handles service breakdowns in 3 stages:

1. Stage 1: Issues Investigation and Resolution
2. Stage 2: Dispute of Issue resolution and Escalation process
3. Stage 3: Referral to an independent body such as BASCO, EAPA, NCQA, etc..

Service Issue Language:

In accordance with this policy, WPO considers a service breakdown in 2 categories:

1. Issues: This category is identified when an end user clearly files in a perceived breakdown using any of the notification channels referenced below.
2. Feedback and Suggestion: This category is driven by the feedback obtained directly from end users through our satisfaction survey program. Any internal finding that is flagged through the company's internal audit program will be treated as a feedback.

Notification of Service Issue:

Reports of a service issue may be received through one of the following methods (reporting party):

- The participant may contact the service directly through any of the available channels.
- The participant may notify their HR Manager or Occupational Health manager who in-turn will notify WPO Account Manager *(Account Brokers / Line Manager / EAP Account Manager).*
- The participant may notify a provider while engaging with the service.

Negative feedback provided by participant through the satisfaction survey program will be investigated in line with this policy to improve the service.

Service Level Agreement and Escalation Process

All reported issues are reported and tracked on the service issue management system. WPO operates under the following Service Level Agreement:

- Issue Free Rate = 97%: This is obtained from the total number of accepted issues vs total number of utilization.
- All issues occurring beyond 3 months will be investigated but exempted from this SLA.
- Responding to Issues = 100%: WPO commits to responding to all submitted issues
- Investigation and Resolution: Issues can be submitted as standard or urgent. Each have their own SLA:
  - **Standard Issues:** Issues will be acknowledged with 48 hours on business days. If a resolution is obtained, then the issue will be closed.
  - **Urgent Issues:** Issues will be acknowledged with 24 hours on business days.
  - **Updates:** If an issue cannot be resolved within the above SLAs, the investigator will continue to update the requester every 2 business days with the progress of the investigation.
  - For issues where a participant requires to be engaged with promptly, the requester can clearly request that through the Issues system and the Service Delivery will engage with the participant see business day regardless of the urgency of the issue.

Investigation

Stage 1: Issue Investigation and Resolution:

A. Issues received from any channel will be recorded in the issues management system in the appropriate Issue form as per bellow:

- **Issue – General:** Form used to report any issue against the staff member, the department or any third party regarding the quality or the way service was delivered.

- **Issue – Phone:** Form specific to report any phone line connectivity issues. These issues are handled by Global Access Team, who acknowledge the issue and respond to the requester. Note: all the information requested in the Issue – Phone form and a sample of the failed call is mandatory to help team resolve the issue in a timely manner.

- **Issue – Website:** Form used to report a member website issue. Note: all the information requested in the Issue – Website form and screenshots of the error is required to help the team resolve the issue in a timely manner.

B. An initial investigation and analysis will be completed to determine whether a service breakdown did occur and requires additional investigation.

C. If additional investigation is required, the assigned investigator will collaborate with other departmental investigators to obtain a resolution:

- Preparing a timeline of events.
- Liaising with internal staff who were involved in the event.
- Interviewing service professionals and/or vendors involved in the event.
- Reviewing internal handling processes.
- Referring to the information in the case management system and/or reviewing recorded calls (if available).

D. Once complete information is obtained about the issue, the investigator will determine whether the service issue is the result of an internal issue (human error, policy and procedure or system issue) or whether it was a user misunderstanding. In the occasion where the solution provided was not satisfactory, the requester may ask additional questions and seek further clarifications from the investigator. If the responses and details provided were still not deemed satisfactory, the end user may escalate this to stage 2.

Stage 2: Dispute:

- The issue will be re-opened, and the assigned investigator will escalate the issue to senior executive management.
- The requester must submit details as to the steps taken so far for the complaint to be rectified.
- The requester should clearly mention what is expected for this complaint to be resolved.
- The requester must indicate what elements of the resolution in stage 1 were not satisfactory.

At the end of the investigation, the requester will receive a final update on the status of the investigation. Only in appropriate circumstances, the participant will be called and re-engaged with.

Stage 3: Referral to an independent body:

If a participant believes that their complaint was still treated unfairly, they may wish to take this to an independent body governing the service they requested.

Documentation

All notes pertinent to the investigation, including resolution of the service issue is updated in the issues tracking system.

Disclosure

WPO is bound to maintain confidentiality of all employees who contact the service. To this end, the information provided to a client company on an individual employee's contact with the service may be limited. WPO is not able to disclose full information on components of the service issue, including:

- Presenting or secondary issues*
- Confirmation of number of sessions*
- Name of service provider
- Personal information shared with a service provider or member of our legal network
- Additional details of employee contact with the service

In the event that the information is required, the employee with the reported service issue will be required to sign a disclosure form, granting permission to WPO to release details of their contact with the service.
WPO Privacy Policy can be found here: http://www.workplaceoptions.com/privacy-policy

*With the exception of incentivized programs such as wellness coaching servicers.

Issues Analysis for Service Improvement

WPO treats each service issue as an opportunity to improve the service. For the company to understand what the key repetitive breakdowns are, issues (complaints and feedbacks) are categorized under 3 areas:

- Category 1: People
- Category 2: Policies and Procedures
- Category 3: Technology and Systems

This categorization helps the organization trend issues over a period and determine the areas that require immediate action. The outcome of all issues (accepted and rejected) is shared with top management for their revision during the management review meetings held throughout the year.