

Our Service Commitment

Third-Party Administered Clients

We are committed to addressing your service quality concerns. If you receive ministry services through a third-party administrator and have a service complaint, **we want to help!**

You can . . .

1 Talk to your third-party administrator

If you can't find a solution,

2 Ask your third-party administrator to talk to a ministry supervisor

If the ministry supervisor can't find a solution,

3 Ask your third-party administrator to talk to a community relations and service quality manager. You may also relay your concerns to a community relations and service quality manager, or ask your third-party administrator to forward your concerns to the ministry.

This will not affect your right to use the reconsideration and appeal process.

We are committed to providing consistent and high-quality services. This means following our ministry's service code, service standards and the professional values of the BC Public Service. More information is available on the ministry website at: gov.bc.ca/sdpr

For more information,
please have your third-party administrator

call toll-free: 1 866 866-0800



Ministry of
Social Development
and Poverty Reduction