

## **Issue Resolution Policy**

**Policy Code:** IRP25

**Objective:** To ensure that all relevant RCIP issues are resolved in a fair, transparent, and objective manner.

**Application:** This policy will be applied by the RCIP team to review and consider requests for issue resolution.

**Guiding Principles:** The RCIP team strives to assess each situation in a clear and transparent manner. The RCIP team endeavors to ensure objectivity and fairness when resolving issues brought forth by participants.

### **Details:**

Applicants/Candidates and Employers are required to use the issue resolution policy to request a reconsideration of any formal written decision made by the RCIP team including: a decision not to recommend the candidate/applicant, refusal to designate an employer, and the de-designation of an employer.

This policy does not apply to formal decision(s) made by the RCIP team relating to program integrity. Applicants/Candidates and Employers are required to follow the policies and procedures set out in the Program Integrity Policy in a request for reconsideration. See the Program Integrity Policy for more details.

### **Process and Procedure:**

1. The Applicant/Candidate or Employer must submit a request to the RCIP team within 14 days of the decision using the Request for Reconsideration form found on the community website. If the completed form is not received within 14 days, the decision will become final.
2. The request for reconsideration will be reviewed and assigned to either an RCIP team member or the Issue Resolution Sub-Committee.
3. The RCIP team endeavors to issue decisions in a timely manner and within 90 days of the request being made. If this is not possible, the submitting party will be advised of the new timeline for the decision.
4. The decision will be sent to the submitting party in writing with reasons.

Requests for reconsideration must be made by the affected party. Employers may not ask for reconsideration of a declined recommendation for an employee, as the right of reconsideration falls belongs to the individual candidate. Similarly, an applicant/candidate may not request a reconsideration of a decision to de-designate an employer, as this request must be made by the employer directly.

Applicants/Candidates and Employers may not ask for reconsideration for the same decision more than once.

If an employer is requesting reconsideration of a pending de-designation, please see the Program Integrity Policy for timelines and further details.