



## **STUDENT DISPUTE RESOLUTION POLICY**

Responsibility

Senior Education Administrator  
Onsite Administrator

Date of latest version

January 2023

1. This policy governs complaints from students respecting the College and any aspect of its operations. Students will not be subject to any form of retaliation as a result of filing a complaint.
2. All student complaints must be made in writing within 15 days of the alleged dispute / concerns.
3. The student must provide the written complaint to the Director of Education who is responsible for making an initial determination in respect to the complaint. If the Director of Education is absent or is named in a complaint, the student must provide the complaint to the Senior Education Administrator.
4. The Senior Education Administrator and/or Director of Education review any complaints.
5. The process by which the student complaint will be handled is as follows:

### **Step one**

- a. Within 5 business days of receiving the complaint, the Director of Education or Senior Educational Administrator will arrange to meet with the student to discuss the concern(s).
- b. Following the meeting with the student, the Senior Educational Administrator or Director of Education will conduct whatever further enquiry or investigation is necessary to determine whether the concerns can be substantiated. The onsite administrator will assist if required.
- c. Any necessary inquiries or investigations shall be completed within 10 business days of the initial meeting with the student. This timeline can be extended with approval of the Director of Education if the complaint is deemed complicated and requires additional time.

- d. As required, the Senior Educational Administrator or Managing Director will meet with the student and or other persons and do one of the following:
- Determine that the concern(s) were not substantiated; or
  - Determine that the concern(s) were substantiated, in whole or in part.

**Step two**

- e. The Senior Educational Administrator or Director of Education will prepare a written summary of the investigation, determination and a report of what action (s) may be taken. This summary and report will be reviewed and approved by the Director of Education.
- f. A copy shall be given to the student, a copy will be placed in the institution’s complaint file, and the original will be placed in the student’s file.
- g. A response to the **report** and recommendations will be provided in writing within 30 days of the initial complaint.
- h. The student making the complaint may be represented by an agent or a lawyer.

If the student is dissatisfied with the determination, and believes they have been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Branch (PTIB) ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.

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