



Dispute Resolution Policy

Purpose

Eclipse College encourages an open dialogue between students and College personnel and seeks to resolve complaints, disputes or claims in a timely and effective manner.

Policy Statement

Any complaints, disputes or claims a student may have regarding Eclipse College and any aspect of its operations should be submitted and addressed as set out in this policy to facilitate resolution in a timely and effective manner. A student who makes or is otherwise involved in a Complaint will not be subject to any form of retaliation by the College at any time.

Scope

This policy is intended to apply to all individuals who are registered as students of Eclipse College. A student may submit a Complaint under this policy up to one year after the student completes, is dismissed or withdraws from a College program.

Definitions

“College” means Eclipse College.

“Complaint” means a complaint, dispute or claim

Dispute Resolution Process

1. If a student has a Complaint respecting the College and any aspect of its operations, the student should first attempt to discuss the Complaint and desired outcome with the Vice-President, Risk Management.
2. The student must also submit a written Complaint to ensure that all the relevant facts, issues, concerns, and desired outcome are fully understood.
3. The Vice-President, Risk Management will conduct any necessary and appropriate inquiries to determine whether the student’s Complaint is substantiated and what potential solutions may exist for resolution. This may require further discussion with the student or with faculty or staff of the College.

4. The Vice-President, Risk Management will provide a written response to the student and all affected parties no later than ten business days following receipt of the student's written Complaint.
5. Such response to a student's Complaint will include the decision relating to the Complaint, reasons for the decision, and any required action.
6. If the student wishes to have the decision reconsidered, the student must notify the Vice-President, Risk Management in writing no later than five business days after being informed of the decision. If the student provides such notification, the Chief Executive Officer will be responsible for reviewing and reconsidering the decision. Following this second review, the decision of the Chief Executive Officer will be final and not subject to further reconsideration within the College.
7. The written decision and reasons of the Chief Executive Officer will be provided to the student and all affected parties no later than five business days after notice of the student's request for reconsideration is received. The reasons will also advise the student that if the student is dissatisfied with the determination, the student may file a complaint with the Private Training Institutions Regulatory Unit (PTIRU) (www.privatetraininginstitutions.gov.bc.ca) based on grounds that the College misled the student regarding a significant aspect of the program. A complaint made to the PTIRU must be filed within one year from the date a student competes, is dismissed from, or withdraws from a College program.

Alternate for addressing Complaint

8. If the Vice-President, Risk Management is absent at the time a student wishes to submit a Complaint, or if such Director is the subject of the Complaint, then the student should submit a written Complaint including all relevant facts, issues, concerns and desired outcome, to the Chief Executive Officer.
9. The Chief Executive Officer will arrange to conduct any necessary and appropriate inquiries to determine whether the student's Complaint is substantiated and what potential solutions may exist for resolution. This may require further discussion with the student or with faculty or staff of the College.
10. The Chief Executive Officer will provide a written response to the student and all affected parties no later than ten business days following receipt of the student's written Complaint. Such response to a student's Complaint will include a decision relating to the Complaint, reasons for the decision, and any required action. The decision of the Chief Executive Officer will be final and not subject to further reconsideration within the College.
11. The reasons provided by the Chief Executive Officer will also advise the student that if the student is dissatisfied with the determination, the student may file a complaint with the Private Training Institutions Regulatory Unit (PTIRU) (www.privatetraininginstitutions.gov.bc.ca) based on grounds that the College misled the student regarding a significant aspect of the program. A complaint made to the PTIRU must be filed within one year from the date a student competes, is dismissed from, or withdraws from a College program.

General

12. No fees are payable by a student for submitting a Complaint, or for requesting reconsideration of a decision relating to a Complaint.
13. A student may submit a Complaint under this policy up to one year after the student completes, is dismissed or withdraws from a College program. This does not affect or extend the time limitation for filing a complaint with PTIRU as set out in sections 7 and 11 above.
14. A student making a Complaint may be represented by an agent or a lawyer. The agent may be a friend, family member or another student. Eclipse College may be represented by a third party or lawyer.