

Purpose

This policy governs complaints from students respecting the College and any aspect of its operations. The policy outlines the regulations and procedures related to student dispute resolution.

Scope

This policy applies to all students enrolled in the College programs, all individuals employed by the College and any other individuals acting on behalf of the College.

Policy

Due to the size of the organization and diversity of individuals operating in close proximity to one another, the College realizes there may be disputes and conflicts that arise from time to time. The College is committed to ensuring a safe, comfortable, equal, and responsive learning environment for everyone. The College is committed to the prompt and equitable resolution of student concerns to the satisfaction of both the student and the College.

Campus Directors maintain an open door policy with regards to any questions, comments, or concerns students may have while attending the College. At any time, students are free to contact their Campus Director.

- Formal Student complaints must be made in writing.
- The student making a complaint may be represented by an agent or lawyer.
- A final resolution, including written reasons for the determination and any reconsideration (if any), will be provided to the student as soon as possible and no later than 30 days of making a complaint.
- A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time.

Procedure:

Informal Resolution Process

Local Resolution (Campus Based)

If a student has a concern about another student, the course/module, an assignment, an examination, or any other classroom related matter, the student should meet with the instructor. In most cases it is best to address the concern directly and with the person involved. If the matter cannot be resolved, the student is directed to the Campus Director.

If the concern involves an instructor, the college, the facilities, financial matters, a College employee, health related matters, or a concern of a serious nature, the student should meet with the Campus Director. The Campus Director may refer the student to a designee for further discussion or exploration of the issue. The campus-based process involves meeting with the student, discussing the student's concern, and recording the concern and the student's desired resolution on the Student Activity Form. Relevant parties may be contacted during this process.

A Student Activity Form is completed and signed by both the student and the Campus Director or designee as a means of capturing the content of the conversation, concerns, agreements and/or action to be taken, if any. The Student Activity Form is given to the student and a copy is filed in the student's administrative file.

If the Campus Director or designee and the student come to a satisfactory resolution during the meeting, the resolution plan is implemented, and the Campus Director or designee will follow up to ensure the resolution plan satisfactorily resolves the concern.

Formal Resolution Process:

Local Resolution (Campus Based):

In order to facilitate a timely and accurate resolution, students must initiate the Formal Resolution Process within ten (10) days of the date the events that gave rise to the complaint.

In the event that a student's concern has not been resolved through the Informal Resolution Process, the student may initiate a formal complaint or expression of concern through the Formal Resolution Process.

In order for the Formal Resolution Process to begin, the student must put their concern or complaint in writing in the form of a letter and/or the Student Concern Outline Report. The student must provide their full name and student ID number, set out the areas of concern/complaint, their intention that they follow the formal dispute resolution process, their recommendation for resolution and what steps they have taken to date to address or resolve the issue. This will initiate the Formal Resolution Process. Additional comments can be attached to the Student Concern Outline Report as necessary.

The Campus Director or designee will investigate the student's concern/complaint and whenever necessary meet with the student to seek resolution and/or seek additional information around the concern/complaint from the student as soon as is practicable and normally within 5 business days.

The Campus Director or their designee will investigate the student's concern/complaint and will respond in writing the outcome of the investigation with recommendations within 10 days of the receipt of the complaint letter.

If the student accepts the conclusions/ recommendations for resolution, the matter is deemed resolved and the agreement is set out in a Student Activity Report signed by the Student and the Campus Director. A copy of the student's complaint/letter, together with the response will be retained in the student's file. The student will receive a copy of this report.

All correspondence regarding the dispute will ordinarily be under the Campus Director's signature.

Regional Resolution:

If a resolution is not forthcoming at the campus level, the student may contact the Regional Vice President/Regional Director or designate for the region in which their campus is located.

The student must submit a written signed letter to the Regional Vice President/Regional Director or designate detailing the events that have happened to date, efforts made to resolve the concern and their desired resolution.

As needed, the Regional Vice President/Regional Director or designate may meet with the student to discuss options for resolution. The Regional Vice President/Regional Director or designate will investigate the student's concern/complaint and will respond in writing the outcome of the investigation with recommendations within 10 days of the receipt of the complaint letter unless the circumstances of the investigation dictate otherwise. If so the Regional Vice President/Regional Director will keep the student informed. The Student Relations Office will conduct an investigation and review of the complaint/concern and inform all parties of the progress of the investigation and review. The time necessary to complete an investigation will be dependent on the complexity of the matter.

If the student accepts the conclusions/ recommendations for resolution, the matter is deemed resolved and a copy of the student's complaint/letter, together with the response will be retained in the student's file, with a letter sent to the student describing the agreed to outcome.

Campus Support Resolution:

Campus Support will not act on a complaint or student concern where the student has not first explored resolution at the campus and regional levels. The primary and most important contact is the Campus Director. If a resolution cannot be found at the campus level or through the Regional Vice President/Regional Director, the student may pursue the matter further by sending an email to the Student Relations Office at in each region. See regional student handbooks for student relations email address in each province. The email must include the student's concern and the actions taken to date, including any informal or campus based efforts to resolve the complaint or concern. The student must set out what they consider as the desired outcome or resolution.

The Student Relations Office will contact all relevant parties to gather information regarding the concern.

The Student Relations Office will conduct an investigation and review of the complaint/concern and inform all parties of the progress of the investigation and review. Campus support investigations usually take 10 days. The time necessary to complete an investigation will be dependent on the complexity of the matter.

Once the investigation is complete, the Student Relations Office will respond to the student in writing setting out the investigation conclusions and, where appropriate, make recommendations for resolution.

If the matter is deemed resolved the Student Relations Office will document the resolution process and advise all concerned parties in writing of the resolution. The student may be required to sign a release

form. A copy of the student's complaint/letter, together with the response will be retained by the Student Relations Office.

External Resolution:

Once all of the above processes have been exhausted, and if no resolution is reached, the Student will have exhausted the College's Internal Complaint/Dispute Resolution Process.

If the concern cannot be resolved and the student wishes to take the matter further, the student and College agree that the complaint can only be advanced further by way of third party arbitration. Unless otherwise agreed, or decided by the arbitrator, each party will bear the equal cost for the arbitration.

BC Students only:

- If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch (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.]