

Policy# 403**Policy 403-Student Dispute Resolution Policy -2022-05-05**

| | | |
|--|--|---|
| <u>Canada College Vancouver</u> Name of Institution | | <u>04225</u> Institution Number |
| <u>Dispute Resolution Policy</u> Name of Policy | <u>September, 2017</u> Effective Date | <u>May 05, 2022</u> Latest Revision Date |
| <u>September 2021</u> Previous Revision | | |

1. This policy governs complaints from students respecting [name of institution] and any aspect of its operations.
2. 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.
3. The process to make a complaint is as follows:
 - Student complaint must be made in writing.
 - The necessary enquiries and/or investigations shall be completed no later than 30 school days following the receipt of the student's written concerns. The Campus Director will do one of the following within 30 days of receiving the student's written concerns:
 - Determine that the student's concerns are not substantiated; or
 - Determine that the student's concerns are substantiated in whole or in part;
 - Determine that the student's concerns are frivolous and vexatious.
 - The student and the institution's personnel involved shall receive a written summary of the above determination within 30 days after the date on which the complaint was made.
 - A copy of all documentation relating to every student's complaint should be signed by all parties. A copy shall be given to the student, and the original will be placed in the student file.

- If it has been determined that the student's concerns are substantiated in whole or in part the Campus Director shall include a proposed resolution of the substantiated concern(s).
- If the student is not satisfied with the determination of the Campus Director, the student must advise the Campus Director within 48 hours of being informed of the determination. The Campus Director will immediately refer the matter to the CEO of the Institution. The CEO will review the matter and meet with the student within 5 school days or whenever practicable.
- Students making a complaint may be represented by an agent or a lawyer.
- Students will not be subject to any retaliation as a result of their complaint.
- The CEO shall either confirm or vary the determination of the Campus Director. At this point the School's Dispute Resolution Process will be considered exhausted.
- If the issue is of a serious nature the CEO may, in his/her sole discretion and cost, engage the services of a third-party mediator to assist in the resolution of the dispute.

4. A student dissatisfied with the institution's final decision may file a claim with the Private Training Institutions Branch (PTIB) (www.privatetraininginstitutions.gov.bc.ca) on the grounds that the institution misled the student regarding a significant aspect of the program. The time limit for filing the claim is one year after the student completes, is dismissed from, or withdraws from the program.

5. A student making a complaint may be represented by an agent or a lawyer.