

# Policy on Dispute Resolution

**CATEGORY:** Student – Conduct & Interaction

**ISSUE DATE:** July 27, 2018

**LAST REVISION DATE:** December 14, 2021

**REVIEW REQUIREMENTS:** Every two (2) years

**APPROVED BY:** President

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## Policy Purpose

The *Policy on Dispute Resolution* governs complaints from students in respect to the College and any aspect of its operations. The policy outlines the regulations and procedures related to student Dispute resolution.

Definitions of the terms within this policy are available in the *Policy Glossary*.

## Scope

This policy applies to all enrolled students, all individuals employed by the College, and any other individuals acting as representatives or holding a titular position of the College.

## Policy

### 1. REGULATIONS FOR STUDENT DISPUTE RESOLUTION

- 1.1. All attempts at formal Dispute resolution must follow the principles of natural justice.
- 1.2. All student complaints and College responses must be in writing.
- 1.3. The student making the complaint is permitted to be represented by an agent or a lawyer.
- 1.4. The College may not impose any fees in regards to the student Dispute resolution process.
- 1.5. A student will not be subject to any form of retaliation as a result of filing a complaint.

### 2. STUDENT DISPUTE RESOLUTION PROCEDURE

- 2.1. Students are encouraged to resolve their Disputes informally before pursuing formal Dispute resolution. Students involved in the Dispute must submit their complaints to Student Services within three (3) calendar days of the event or attempted resolution, and include details, such as the names of all the individuals involved.
- 2.2. Within five (5) business days of the student's submission, Student Services must notify the student in writing of the decision, the reasons for the decision and, if applicable, a proposed resolution regarding the Dispute.
- 2.3. If dissatisfied with the outcome at this level, the student may submit within three (3) business days of the Student Services' decision, a written request to the Registrar for a review of the decision and, if applicable, the proposed resolution of Student Services.
- 2.4. If the Registrar is absent or is named in the complaint, the student's written request will be forwarded to the President who will perform the review on behalf of the Registrar.

- 2.5. Within ten (10) calendar days of the student's request for review, the Registrar must perform the following:
  - 2.5.1. Confirm by email to the student that the request was received and that the complaint is being investigated;
  - 2.5.2. Thoroughly investigate and review all submitted documentation in order to determine whether the student's concerns and the decision and/or proposed resolution of Student Services are substantiated; and
  - 2.5.3. Notify the student in writing of the outcome of the review, explaining the reasons for the Registrar's decision and, if applicable, the new proposed resolution.
- 2.6. If the student is dissatisfied with the decision and/or proposed resolution of the Registrar, the student may request in writing a reconsideration of the Registrar's decision to the President of the College within five (5) calendar days of receiving the Registrar's decision.
- 2.7. The student's written request for a reconsideration to the President must include:
  - 2.7.1. Copies of all documentation submitted to and received from Student Services regarding the original Dispute;
  - 2.7.2. A copy of the written notification of the Registrar's decision and, if applicable, the proposed resolution;
  - 2.7.3. Any relevant new information that is directly related to the Dispute; and
  - 2.7.4. A detailed explanation of why the student believes the decisions and proposed resolutions are flawed.
- 2.8. Within seven (7) days of receiving the student's request for reconsideration, the President must:
  - 2.8.1. Review all submitted documentation to determine if the student's complaint is substantiated;
  - 2.8.2. Determine whether the decision and, if applicable, decision of the Registrar is fair and reasonable;
  - 2.8.3. Provide the student with a written notice that includes the following:
    - 2.8.3.1 Whether the outcome of the reconsideration accepts or rejects in part or in whole, the decision and, if applicable, proposed resolution of the Registrar or, if absent, Designate;
    - 2.8.3.2 The reasons underlying the decision outlined in sub-section 2.5.3.; and
    - 2.8.3.3 A clear statement that either confirms and restates the Registrar's decision and proposed resolution; or that communicates the new decision and, if applicable, the new proposed resolution.
- 2.9 If the student is or was enrolled in a Program at the College, is dissatisfied with the determination, and believes he or she has been misled by the institution regarding any significant aspect of the Program, he or she may file a complaint with the Private Training Institutions Branch ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)).

## Policy Notes

This policy consolidates the measures included in, and replaces, the following archived policies of the College:

- Policy #1010 – Student Dispute Resolution Policy

**ACCOMPANYING POLICIES:** This policy is a part of a suite of policies under the Student Policies category.