



Dispute Resolution Policy

*All communications from step 3 or later must be addressed in writing formally via Dispute Form to the Campus Director

The Campus Director is authorized to make determinations in respect of a student complaint and may include the Senior Education Administrator, Director, and President in any process outlined below. In the absence of the Campus Director, or if they are named in the complaint, the Senior Education Administrator or Director will act on their behalf and make any determinations and directions regarding the complaint, as per sections 62(1)(c) of the Private Training Regulation. If required, students may choose to be represented by an agent or a lawyer as per sections 62(1)(e) of the Private Training Regulation.

Steps for dispute resolution are as follows:

Step 1: We recommend that you attempt to resolve your concern directly with the involved party or parties in a diplomatic and professional manner. If you feel that your concern has not arrived at a resolution following this step, continue to step 2.

Step 2: Contact and speak to your Program Coordinator who will endeavor to assist with your concern. If you have not arrived at a resolution following this step, proceed to step 3.

Step 3: Concerns must be addressed in writing via the [Dispute Form](#) to the Campus Director by email or by care of Administration. The Campus Director will then arrange to meet with the student to discuss the concern and desired resolution, within five school days of receiving the student's written concern. If the

student's dispute is with the Campus Director, Senior Educational Administrator, the Director or President will meet with the student and conduct the investigation. Following the meeting with the student, the Campus Director or President/Director will conduct whatever inquiries and/or investigations that are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. These inquiries may involve further discussion(s) with the student, either individually, or with appropriate Excel personnel. The necessary inquiries and/or investigations shall be completed no later than ten school days following the receipt of the student's written concerns.

The Campus Director will do one of the following within ten days of receiving the student's written concerns:

- a) Determine that the student's concerns are not substantiated.
- b) Determine that the student's concerns are substantiated in whole or in part
Or determine that the student's concerns are frivolous and vexatious.

The student and any personnel involved shall receive a written summary of the above determination. A copy of all documentation relating to every student's complaint is to be signed by all parties. A copy shall be given to the student, and the original will be placed in the student's 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).

Step 4: If the student is not satisfied with the determination above, they must advise the Campus Director within 48 hours of being informed of the determination. The Campus Director will immediately refer the matter to the President. The President will review the matter and meet with the student within five business days. The President shall either confirm or vary the determination made previously. At this point, the *School's Dispute Resolution* process will be considered exhausted, and a final written report will be issued, with a copy given to the student, a copy given to the Campus Director, and the original being placed in the student's file.

A student complaint must be finally resolved within 30 days after the complaint is made.

A student enrolled in an approved program, and is dissatisfied with the

determination, or has been misled by the institution regarding any significant aspect of that program, may file a complaint with the Private Training Institutions Branch (PTIB) (www.private training institutions.gov.bc.ca).

In Addition: If the issue is of a serious nature, the President may, at her sole discretion and cost, engage the services of a third-party mediator to assist in the resolution of the dispute.