Dispute Resolution Policy

VICTORIA CAREER COLLEGE OF HEALTH AND BUSINESS LTD.

PTIB Institution No.	ID-03879
Effective Date	1st September
Position Responsible	Senior Education Administrator

Policy:

Victoria Career College provides an opportunity for students to resolve disputes of a serious nature and grades appeals in a fair and equitable manner.

The policy applies to all Victoria Career College students who are currently enrolled or were enrolled 30 days prior to the submitting there concern to the Senior Educational Administrator.

1. This policy governs complaints from students regarding Victoria Career College and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.

2. All student complaints must be made in writing. Student can fill Compliant form available at reception of Victoria Career College;

3. The student must provide the written complaint to the Senior Education Administrator who is responsible for making determinations in respect of complaints. If the Senior Education Administrator is absent or is named in a complaint, the student must provide the complaint to the Director of Victoria Career College.

4. The process by which the student complaint will be handled is as follows:

    a) When a concern arises, the student should address the concern with the staff member most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the Senior Educational Administrator.

b) The Senior Educational Administrator will arrange to meet with the student to discuss the concern and desired resolution within 5 school days of receiving the student's written concern, or as soon as practicable.
c) Following the meeting with the student, the Senior Educational Administrator will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate (institution's) personnel
d) The necessary enquiries and / or investigations shall be completed no later than 10 school days following the receipt of the student's written concerns. The Senior Educational Administrator will do one of the following within 10 days of receiving the student's written concerns:
    a. Determine that the student's concerns are not substantiated; or
    b. Determine that the student's concerns are substantiated in whole or in part;
    c. 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. 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, a copy will be placed in the school's Student Conduct File, and the original will be placed in the student file.
e) If it has been determined that the Student's concerns are substantiated in whole or in part the Senior Educational Administrator shall include a proposed resolution of the substantiated concern(s).
f) If the student is not satisfied with the determination of the Senior Educational Administrator, the student must advise the Senior Educational Administrator within 48 hours of being informed of the determination.
g) At this point the School's Dispute Resolution Process will be considered exhausted.
h) If the issue is of a serious nature SEA may, in her sole discretion and cost, engage the services of a third-party mediator to assist in the resolution of the dispute. There will no cost for student for third party mediation process, if any.

5. Written reasons for the determination will be provided to the student within 45 days after the date on which the complaint was made.

6.The student making the complaint may be represented by an agent or a lawyer.

7.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 Career Training Institutions Branch (www.privatetraininginstitutionsbranch.bc.ca).