

## Dispute Resolution Policy

Academy of Learning Career College Surrey provides an opportunity for students to resolve disputes of a serious nature in a fair and equitable manner. The policy applies to all AOLCC Surrey students who are currently enrolled or were enrolled prior to the submitting their concern.

All disputes or grievances will be dealt efficiently, fairly and without bias. All parties should try to resolve issues informally through discussion in a cool and calm manner avoiding rude and unkind remarks or personal attacks. If this does not work, then a more formal approach will become necessary that will provide a fair and reasonable mechanism for resolution.

1. This policy governs complaints from students of AOLCC Surrey 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.
3. The student must provide the written complaint to the on-site administrator or SEA who is responsible for making determinations in respect of complaints. If the on-site administrator or SEA is absent or is named in a complaint, the student must submit the complaint to the Director.
4. The student making the complaint may be represented by an agent or a lawyer.
5. 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.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)).

### **The process by which the student complaint will be handled is as follows:**

- 1) When a concern arises, the student should address the concern with the staff member most directly involved. If the student after waiting for the time indicated by the staff member, is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the SEA or on-site administrator.

- 2) The SEA or on-site administrator will arrange a meeting 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.
- 3) Following the meeting with the student, the SEA or on-site 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 personnel.
- 4) The necessary enquiries and / or investigations shall be completed no later than 10 school days following the receipt of the student's written concerns.
- 5) The SEA or on-site administrator shall perform 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.
- 6) 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 and original will be placed in the student file.
- 7) If it has been determined that the student's concerns are substantiated in whole or in part the SEA or on-site administrator shall include a proposed resolution of the substantiated concern(s).
- 8) If the student is not satisfied with the determination of the SEA or on-site administrator, the student must advise the SEA or on-site administrator within 48 hours of being informed of the determination. The SEA or on-site administrator will immediately refer the matter to the Director. The Director will review the matter and meet with the student within 5 school days.
- 9) The Director shall either confirm or vary the determination of the SEA or on-site administrator. At this point the School's Dispute Resolution Process will be

considered exhausted.

10) All disputes will be recorded and kept by college for 7 years, including copies of all documentation.