

**Policy# 403**

**Policy 403-Student Dispute Resolution Policy -2024-01-04**

Canada College of Arts & Business  
Name of Institution

04225  
Institution Number

Dispute Resolution Policy  
Name of Policy

September, 2017  
Effective Date

Jan 04, 2024  
Latest Revision Date

May 05, 2022

Previous Revision

1. This policy governs complaints from students respecting [Canada College of Arts & Business] 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 complaints must be made in writing to the Campus Coordinator.
  - The Campus Coordinator receives the complaint and values the issue by taking both sides of the complaint into consideration to protect both rights.
  - A one-on-one conversation should be held with the student and opposite side, by listening to both people separately.
  - All discussion should be recorded on paper by a third party who both sides agree on.
  - 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 Coordinator shall refer to the Campus Director to take the decision.
  - 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 president of the Institution. The president 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 president 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 president may, in their sole discretion and cost, engage the services of a third-party mediator-CEO 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](http://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.