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| **Weston College** | | |  |  |
| Name of Institution | | |  | Institution Number |
| **Dispute Resolution Policy** |  | January 1, 2022 |  | September 1, 2021 |
| Name of Policy |  | Effective Date |  | Revision Date |

This policy governs complaints from students respecting **Weston College** and any aspect of its operations. 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.

**Procedure:**

1. The student must provide the written complaint to Student Services who is responsible for making determinations in respect of complaints. If Student Services is absent or is named in a complaint, the student must provide the complaint to the Campus Manager.
2. The process by which the student complaint will be handled is as follows:

* Students are encouraged to resolve their disputes informally before pursuing formal dispute resolution. If the student is unsatisfied with the outcome at this level, he or she may request their dispute be forwarded to the Campus Manager.
* Student complaints must be made in writing. The written dispute must describe a detailed account of the specific incident in question and name all individuals involved in the dispute.
* The Campus Manager will arrange a meeting with the student.
* The Campus Manager will either provide a written decision to the student or inform in writing that an investigation into the matter is ongoing and will complete the investigation.
* If needed, a second meeting with the Campus Manager may be requested by the student or the Campus Manager.
* If the student is not satisfied with the determination of the Campus Manager and wants to appeal the decision, the student must advise the Campus Manager in writing of being informed of the determination.
* The Campus Manager will provide a written summary of events to the President who will review all documents and contact the student and the Campus Manager within to set a meeting should it be deemed necessary. If the dispute is an academic issue, the Senior Education Administrator will be included in the resolution process.
* Written reasons for the determination and the reconsideration (if any) will be provided to the student within 30 days after the date on which the student made the complaint.

1. The written reasons will advise a student, that if the student is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Branch (PTIB) ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.]
2. The student making the complaint may be represented by an agent or a lawyer.