



### **Dispute Resolution Policy**

This policy provides a rationale and procedure for raising College-related issues. The College provides students who are currently enrolled processes for resolving disputes. The College understands that on occasion people may disagree and that when they do they can voice their concerns in a safe, secure, and responsive environment with the expectation that they will be resolved in a reasonable and timely manner.

- Anonymous concerns/complaints will not be accepted. Only individuals, not groups can submit a concern/complaint.
- Complaints must be in writing.
- The student raising a concern may be represented by an agent or lawyer.

### **Procedure**

1. The College encourages students to resolve their disputes informally with those concerned.
2. In case the issue persists, the student should reach out to the respective instructor for a resolution.
3. If the student is not satisfied with the outcome or the instructor is absent and/or named in the complaint, the student should put their concern in writing, providing a chronology of events, a summary of discussions, supporting documentation, extenuating circumstances, possible outcomes to date and a signed cover letter to the Campus Director within 5 calendar days of the occurrence.
4. If the Campus Director is absent and/or named in the complaint the submission should be made to the President.
5. The Campus Director (or their designate) will arrange to meet with the student to review the circumstances and desired resolution within 5 business days of receipt of the student's written concern/complaint unless the circumstances dictate otherwise.
6. Following this meeting with the student, the Campus Director (or their designate) will investigate, review all required and submitted documents, interview all those



concerned, and will then respond in writing with the outcome of the investigation within 10 business days.

7. The outcome will indicate if the issue raised is with or without foundation or if the issue has or has not been substantiated. The Campus Director will notify all concerned. A copy will be given to the student, a copy will be placed in the College's Dispute Resolution file, and the original will be placed in the student's file.
8. If it has been determined that the student's concerns are substantiated the College shall include a proposed resolution.
9. If the student is not satisfied with the determination of the Campus Director (or their designate) the student must advise the Campus Director (or their designate) within 5 business days of being informed. The Campus Director (or their designate) will meet with the student within 5 business days to review the matter.
10. The Campus Director will either confirm or modify the determination, notifying all concerned. At this point the 'Dispute Resolution Process' will be considered completed.

Written reasons for a determination will be given to the student within 45 days after the date on which the student makes a complaint. The student making the complaint may be represented by an agent or a lawyer. If the student is dissatisfied with the determination, they may file a complaint with the Private Training Institutions Branch (PTIB: [www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)).

**Important Contacts:**

1. President - Edward Jonathan [ejonathan@edisoncollege.ca](mailto:ejonathan@edisoncollege.ca)
2. Campus Director - Unnati Hunjan [uhunjan@edisoncollege.ca](mailto:uhunjan@edisoncollege.ca)