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| **E&E Education Centre** | | |  | **ID-4546** |
| Name of Institution | | |  | Institution Number |
| **Dispute Resolution Policy** |  | **Sept 7, 2021** |  |  |
| Name of Policy |  | Effective Date |  | Revision Date |

1. This policy governs complaints from students respecting E&E Education Centre 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 Principal who is responsible for making determinations in respect of complaints. If the Principal is absent or is named in a complaint, the student must provide the complaint to the Senior Educational Administrator.
4. The process by which the student complaint will be handled is as follows:

* When a concern arises, the student should address the concern with the individual most directly involved. If the student is not satisfied with the outcome at this level, they should put their concern in writing and deliver it to the Senior Educational Administrator.
* The Senior Educational Administrator will arrange to meet with the student to discuss the concern and desired resolution as soon as possible but within five (5) school days of receiving the student’s written concern.
* 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 E&E Education Centre personnel.
* The necessary enquiries and/or investigations shall be completed and a response provided in writing to all involved as soon as possible but no later than ten (10) school days following the receipt of the student’s written concerns. One of the following may happen:
  + If it is determined that the student’s concerns are not substantiated, the institution will provide a written explanation of the decision and deny the complaint; or
  + If it is determined that the student’s concerns are substantiated in whole or in part, the institution will propose a resolution.
* The response should specify that the student will have five (5) school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student, and the original will be placed in the student file.
* The student, once the dispute resolution process is complete, may file a complaint with PTIB ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)) if they feel the institution misled the student regarding the institution or any aspect of its operations.
* Written reasons for the determination will be provided to the student within forty-five (45) days after the date on which the complaint was made.

1. The student making the complaint may be represented by an agent or a lawyer.
2. 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 Training Institutions Branch ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)).