

# DISPUTE RESOLUTION POLICY

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Avalon Community College is committed to providing an environment where students can raise concerns and have them resolved in a respectful, transparent, and timely manner. This policy applies to all current Avalon Community College students and students who were enrolled up to 30 days prior to the submission of a written concern.

All student complaints must be submitted in writing and may be delivered by email, in person, or by registered mail. Students may be accompanied by a support person or be represented by an agent or lawyer at any stage of the process. Anonymous complaints will be taken seriously and reviewed to identify potential systemic or repeated issues. Avalon Community College will investigate such matters to the extent possible based on the information provided. However, only complaints submitted by a named individual will be formally reviewed and processed under this policy. Students will not face any retaliation for submitting a complaint. There are no fees for students to access this dispute resolution process.

## Informal Resolution

Students are encouraged to resolve concerns informally before initiating a formal complaint. The student should first raise the issue with the individual most closely involved, such as an instructor or staff member. If the issue remains unresolved, the student should escalate the matter to the relevant program administrator or supervisor for further review.

## Formal Complaint Process

If the concern cannot be resolved informally, the student may initiate the formal complaint process by submitting a written complaint to the following individual:

### Campus Director

Chintan Purohit

Email: [Chintan.Purohit@avaloncommunitycollege.ca](mailto:Chintan.Purohit@avaloncommunitycollege.ca)

The written complaint must include:

- A clear description of the concern
- Date(s) of occurrence
- Names of relevant parties
- Any supporting documentation
- The resolution sought

Within **five (5) business days** of receiving the written complaint, the Campus Director or Designate will acknowledge receipt and arrange a meeting with the student to discuss the matter. Following this meeting, the Director of Academic Programs or Designate will carry out any necessary inquiries, which may include consulting with relevant staff or other individuals involved, in order to assess the concern thoroughly. A formal written response will be provided within **fifteen (15) business days** of the initial complaint submission. If the complaint is not substantiated, the response will include a clear explanation. If it is substantiated in whole or in part, the institution will outline a proposed resolution. A copy of the complaint, the institutional response, and any supporting documentation will be retained in the student's file for a minimum of three (3) years.

## Appeal

If the student is not satisfied with the resolution provided, they may submit a written appeal **within five (5) business days** of receiving the decision. The appeal should be directed to the Senior Educational Administrator (SEA) and must clearly explain the reason for the disagreement, along with any supporting documentation the student wishes to provide. Upon receipt, the Senior Educational Administrator or Designate will review the appeal and issue a final written decision within **five (5) business days**. A copy of the final decision will be placed in the student's file and, if applicable, in the institutional Student Conduct File. The college will make every effort to ensure that the full process, including any appeal, is completed within thirty **(30) calendar days** of receiving the written complaint.

## External Complaint Process

If the student remains dissatisfied and believes they were misled about a significant aspect of the program or institutional operations, they may contact: **Private Training Institutions Regulatory Unit (PTIRU)**  
[www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca).

**Important:** Complaints must be filed **within one year** of the date the student completes, withdraws from, or is dismissed from the program. Students may be represented by an agent or lawyer when filing a complaint with PTIRU.

