



The Institution is committed to providing a fair, transparent, accessible, and timely process for resolving student concerns and complaints. Students are encouraged to raise concerns without fear of retaliation. Complaints will be reviewed in accordance with the principles of procedural fairness and applicable regulatory requirements.

PURPOSE

This policy establishes the process for resolving student complaints and appeals while supporting compliance with the Private Training Act, the Private Training Regulation, PTIRU requirements, StudentAid BC requirements where applicable, and other applicable legislation.

SCOPE

This policy applies to all current students and former students who submit a complaint within the applicable timelines established by this policy or applicable regulatory requirements.

DEFINITIONS

- **Complaint** – A written concern regarding an institutional decision, service, process, policy, or conduct.
- **Complainant** – The individual submitting the complaint.
- **Respondent** – The individual or department that is the subject of the complaint.
- **Business Day** – A day the Institution is open for normal business operations.
- **Designate** – An individual formally authorized to act on behalf of the Campus Director or Senior Educational Administrator.

GUIDING PRINCIPLES

- Fairness
- Procedural Fairness
- Accessibility
- Respect
- Confidentiality
- Impartiality
- Timeliness
- Documentation
- Regulatory Compliance

Students will normally be provided an opportunity to present relevant information before a decision is made. Complaints will be handled confidentially to the extent reasonably possible.

REGULATORY AUTHORITY

This policy aligns with the Private Training Act (British Columbia), Private Training Regulation, PTIRU Policy Manual, StudentAid BC Policy Manual (where applicable), the Personal Information Protection Act (PIPA), and applicable directives or guidance issued by PTIRU or StudentAid BC.

INFORMAL RESOLUTION

Where appropriate, students are encouraged to first attempt to resolve concerns informally with the individual or department most directly involved. Complaints involving harassment, discrimination, safety, fraud, or other serious matters may proceed directly to the formal complaint process.

FORMAL COMPLAINT PROCESS

1. Formal complaints must be submitted in writing to the Campus Director or designate using the Institution's complaint form or another approved written format.
2. The complaint should include a description of the concern, relevant dates, individuals involved, supporting documentation, and the resolution sought.
3. The Institution will normally acknowledge receipt within five (5) business days.
4. The Campus Director or designate will conduct or coordinate an impartial review, which may include interviews, review of documentation, and consultation with relevant parties.
5. Where the individual responsible for reviewing a complaint has an actual or perceived conflict of interest, the complaint will be assigned to another appropriate decision-maker.
6. A written decision outlining the findings, reasons for the decision, and any proposed resolution will normally be issued within fifteen (15) business days of receipt of the complaint. Where additional information or consultation is required, the student will be advised of the status of the review. **In all cases, the Institution will make every reasonable effort to complete the dispute resolution process, including any appeal, within thirty (30) calendar days of receipt of the complaint.**

APPEAL PROCESS

If the student is dissatisfied with the decision, they may submit a written appeal to the Senior Educational Administrator (SEA) or designate within five (5) business days of receiving the decision. Where the SEA participated in the original decision, the appeal will be assigned to Executive Leadership or designate. A final written decision will normally be issued within five (5) business days.

The decision issued following the appeal is final under the Institution's internal dispute resolution process.

EXTERNAL COMPLAINT PROCESS

Students who remain dissatisfied after exhausting the Institution's internal dispute resolution process may submit a complaint to PTIRU regarding matters within PTIRU's jurisdiction and within the applicable timelines established by PTIRU. Students may obtain information regarding the PTIRU complaint process through the Institution or directly from PTIRU via its official website (<https://www.privateinstitutions.gov.bc.ca/>).

PROTECTION FROM RETALIATION

The Institution prohibits retaliation against any individual who raises a concern or participates in a complaint investigation in good faith.

DOCUMENTATION AND RECORDS

All complaints, evidence, correspondence, investigation records, meeting notes, decisions, and appeals will be maintained in accordance with the Privacy and Student Records Policy and applicable PTIRU record retention requirements.

Documentation will be retained in accordance with the Institution's records retention schedule and applicable PTIRU requirements.

CAMPUS CONTACT INFORMATION

Campus-specific contact information for submitting formal complaints is maintained in a separate institutional contact directory or appendix. This information may be updated administratively without requiring revision of this policy.

RELATED POLICIES

- Code of Conduct
- Respectful and Fair Treatment Policy
- Dismissal Policy
- Privacy and Student Records Policy
- Student Responsibilities Policy
- Academic Integrity Policy
- Attendance Policy
- Active Participation and Academic Standing Policy
- Admissions Policy
- Tuition Refund Policy

