

Dispute Resolution Policy

WALES YOUNG INSTITUTE

Name of Institution

3857

Institution Number

Dispute Resolution Policy

Name of Policy

April 25, 2014

Effective Date

August 30, 2021

Revision Date

Scope:

This policy applies to all students enrolled at Wales Young Institute.

Policy:

1. This policy governs complaints from students respecting **Wales Young Institute** and any aspect of its operations.
2. 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.
3. The process by which the student complaint will be handled is as follows:

I. When a concern arises, the student should first attempt to address it with the individual most directly involved, in this case the **Teacher**. If unsatisfied with the outcome, the student should submit a written complaint to the **Program Coordinator** (as of August 17, 2021 – Christopher Herbert christopherh@walesyoung.com).

II. The Program Coordinator will arrange to meet with the student to discuss the concern as soon as possible and within five days of receiving the student's written complaint.

III. Following the meeting with the student, the Program Coordinator will conduct whatever enquiries and/or investigations are necessary and provide a written response to the student that includes reasons for the determination on the complaint, whether the complaint is sounded or unsounded. The written reasons will be provided no later than 15 days following the receipt of the student's written complaint.

IV. If the student is still unsatisfied after meeting with the Program Coordinator, they may move the dispute further to the Senior Education Administrator (SEA) who will evaluate the student's complain, and the Program Coordinators response. The SEA will

arrange to meet with the student to further discuss the concern.

V. After the meeting, the SEA will conduct whatever enquiries and/or investigations are necessary and provide a written response to the student that includes reasons for the determination on the complaint, whether the complaint is sounded or unsounded. The written response will be provided no later than 15 days following the receipt of the student's written complaint.

VI. The SEA decision is final.

- 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.privateinstitutions.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.]
4. The student making the complaint may be represented by an agent or a lawyer.