

# Student Dispute Resolution Policy

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**Wales Young Institute**

**3857**

Name of Institution

Institution Number

**Student Dispute Resolution  
Policy**

**April 25, 2014**

**August 30, 2021**

Name of Policy

Date of Implementation

Date of Last Revision

**Wales Young Institute** provides an opportunity for students to resolve disputes in a fair and reasonable manner. Student will not be subject to any form of retaliation as a result of filing a complaint.

## **Dispute Resolution Process:**

1. 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 **SEA**.
2. SEA 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.
3. Following the meeting with the student, 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 reasons will be provided no later than 15 days following the receipt of the student's written complaint.

Students making a complaint may be represented by an agent or a lawyer.

After having exhausted the dispute resolution process, a student may file a claim with the Private Training Institutions Branch (PTIB) of the Ministry of Advanced Education ( [www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)) on the basis that the institution misled the student regarding any significant aspect of an approved program.

For any dispute that may arise, SEA will file the case and keep it for at least 5 (five) years from the latest date of either: creation date, last progress, last modification, or when the case become exhausted, whichever the latest, for each case.