



Dispute Resolution Policy

Name of Policy

January 20, 2020

Implementation Date

Senior Education Administrator

Position(s) Responsible

May 2022

Date of Last Revision

Granville College provides an opportunity for students to resolve disputes in a fair and equitable manner. The policy applies to all students who are currently enrolled or were enrolled 30 days prior to submitting a notice of written concern(s) to the Senior Educational Administrator and/or Director of Operations.

Procedure for Student Disputes:

1. When a concern arises, the student should address the concern with the individual most directly involved and the Instructor of the course or program the student is enrolled in. If the student is not satisfied with the outcome at this level, the student should put his/her concern(s) in writing and deliver this written notice to the Senior Educational Administrator and/or Director of Operations, either in person, by email or by registered letter.
2. The Senior Educational Administrator (Justyna Matracki – justyna@granvillecollege.ca) and/or Director of Operations will arrange to meet with the student to discuss the concern(s) and desired resolution(s) within 5 business days of receipt of the notice.
3. Following the meeting with the student, the Senior Educational Administrator and/or Director of Operations will conduct whatever enquiries and/or investigations they deem necessary and appropriate to determine whether the student's concern(s) are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate College personnel.
4. All enquiries and/or investigations shall be completed, and a formal written response shall be provided, within 15 business days following the receipt of the student's written notice. 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.

5. The student will have 5 business days to appeal the decision. All appeals will be reviewed by the Senior Education Administrator and/or Director of Operations within 5 business days of receipt of the notice of appeal, at which time the Senior Education Administrator and/or Director of Operations shall supply the student with a written decision to their appeal. A copy of the decision and all supporting materials will be placed in the institution's Student Conduct File, and the original will be placed in the student file.
6. After the dispute resolution process, if the student is not satisfied with the outcome, the student may file a complaint with PTIB (www.privatetraininginstitutions.gov.bc.ca) if he/she feels the institution misled the student regarding the complaint or any aspect of its operations. Students who make a complaint may be represented by an agent or lawyer. The time limit for filing the claim is one year after the student completes, is dismissed from, or withdraws from the program.