



Dispute Resolution Policy

Date Policy Written or Last Modified: September 2021

Position(s) Responsible for Administering this Policy: Student Success Coordinator, Program Director, Clinical Practice Manager

This is the Stenberg College Policy to resolve any disputes, issues, or concerns in an efficient and fair manner. Stenberg College faculty and staff members are always ready to hear comments, suggestions, and ideas.

The *Dispute Resolution Policy* is intended to resolve education delivery/administrative issues, disputes, or concerns in a fair and unbiased manner. The resolution pertaining to academic issues is covered in the *Student Appeals Policy*, not the *Dispute Resolution Policy*.

A student can withdraw his or her dispute at any stage of the dispute resolution process. If the student withdraws their dispute, the matter will be considered closed, and no further dispute resolution will be allowed with respect to the same matter.

Students are to follow the procedure outlined in sequence, starting with #1 below:

Procedure:

1. Students are strongly encouraged to discuss any conflicts, disputes, or concerns via informal discussion at the earliest opportunity. Instructors are available to meet with students before or after class on a daily basis. To request a meeting, the student is to contact the staff member directly and arrange a date and time.
2. Students are also provided with a number of other informal avenues to have their comments heard and have any issues addressed during their program. These include end-of-course evaluations, anonymous check-in interviews, small group check-ins, and communication with the designated class Student Council Representative.
3. In the event that the attempt to resolve issues has not been successful via 1) and 2), the student will bring their concerns to the Student Success Coordinator (theory/lab) or the Practice Education Manager (Practice Education Experience). This Official will discuss the issues and evidence with a win-win resolution in mind and, after careful consideration, will make a decision on what is required for resolution within **five business days** of this discussion. In the event the appropriate Stenberg College official is absent or named in the complaint, concerns should be directed to the program Department Head or Nursing Manager.
4. If the student is not satisfied with the solution arising out of 3), and wishes to pursue the matter further, the student must put their concern in writing and deliver this document to the appropriate program Department Head or Nursing Manager who will review the case in consultation with other academic team members. This document will constitute an official dispute and will go on file with the College. Any other individuals involved may also be asked to put their statements in writing. Once signed consent has been received by the student, the student making the complaint may be represented by an agent or lawyer. A hearing may be called at this phase. Within **10 business days** of receiving



the student's written concerns, a decision will be made to:

- a. Determine that the student's concerns are not substantiated; or
- b. Determine that the student's concerns are substantiated in whole or in part.

The student involved shall receive a written summary of the above determination. A copy of all dispute related correspondence will be placed in the College's Student Dispute File and a copy will also be placed in the student file. This matter will be considered resolved. In the event the appropriate Stenberg College Official is absent or named in the complaint, concerns should be directed to an alternate Nursing Manager or the Assistant Manager of Faculty & Student Affairs.

If a student is dissatisfied with the determination and feels they have been misled by the institution regarding any significant aspect of their program, they may file a complaint with the Private Training Institutions Branch (www.privatetraininginstitutions.gov.bc.ca).