

DISPUTE RESOLUTION POLICY

This policy is intended to resolve education delivery concerns, administrative issues, or financial disputes in a fair and unbiased manner. If you have concerns related to academic outcomes, please refer to the *Appeal Policy* as these are not covered in the Dispute Resolution Policy. Please note that disputes regarding matters that occurred greater than one (1) year previous are no longer eligible for consideration under this policy.

If you wish to pursue a dispute, you must follow the process below, in sequence:

Stage I: You are provided with a number of informal avenues to have your comments heard and addressed during your program. These include end-of-course evaluations, anonymous check-in interviews, small group check-ins, and communication with Student Advisory Council members.

Stage II: You are strongly encouraged to discuss any conflicts, disputes, or concerns via informal discussion at the earliest opportunity with the relevant Stenberg College Official. Officials are available to meet with students on a regular basis. To request a meeting, you are to contact the Official directly and arrange a date and time. If you need contact information for the appropriate Official, please ask your Student Success Coordinator.

Stage III: If your dispute has not been resolved, you must submit your concerns in writing (via email) to your Student Success Coordinator, and include your desired outcome with supporting documentation, if applicable. In the event the appropriate Student Success Coordinator is absent or named in the complaint, concerns should be directed to the Manager of Student Success or Nursing Manager.

This Official will discuss the issues and evidence with relevant departments. After careful consideration with a win-win resolution in mind, a decision will be shared with you in writing within **five (5) business days** of receiving your concerns.

Stage IV: If you are not satisfied with the solution from the previous stage and wish to pursue the matter further, you must submit your concerns in writing (via email) to the appropriate Manager of Student Success or Nursing Manager. In the event the appropriate Official is absent or named in the complaint, concerns should be directed to the appropriate department Director.

This Official will discuss the issues and evidence with relevant departments. Any other individuals involved may be asked to put additional information in writing. If you wish to seek representation by an agent or lawyer, you must complete a signed disclosure form. A hearing may be called at this stage. A decision will be made to:

- a) Determine that your concerns are not substantiated; or
- b) Determine that your concerns are substantiated in whole or in part.

The decision will be shared with you in writing within **ten (10) business days** of receiving your concerns. Once the Dispute Resolution Response is shared with you, the matter will be considered closed. All communications, documentation and evidence related to your dispute(s) will be placed in the Stenberg College Disputes file, and copies will also be placed in your student file.

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).