

The Vancoderm Academy Dispute Resolution Policy

VANCODERM ACADEMY		ID#04528
Name of Institution		Institution Number
	1/24/2020	
Dispute Resolution Policy		
Name of Policy	Effective Date	Revision Date

1. This policy governs complaints from students respecting VANCODERM ACADEMY and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.
2. All student complaints must be made in writing.
3. The student must provide the written complaint to the Admission Office Admission Office Director of Academy who is responsible for making determinations in respect of complaints. If the Admission Office Admission Office Director is absent or is named in a complaint, the student must provide the complaint to the General Admission Office Director of Academy.
4. The process by which the student complaint will be handled is as follows:
 - In the event of a dispute between the Vancoderm Academy and a student, the student shall provide a written statement to the Admission Office Director of the Vancoderm Academy detailing the student's interpretations of the situation and his/her suggested remedy. The Admission Office Director will meet with the student within a week to try and resolve any outstanding issues. The Admission Office Director will either provide a written decision to the student the day after the meeting or inform the student in writing that an investigation into the matter is ongoing and will complete the investigation within 72 hours of the written notification.
 - If needed, a second meeting with the Admission Office Director may be requested by the student or the Admission Office Director within 7 days to discuss the written decision and determine if the dispute can be resolved or to clarify information from the first meeting. The result of this meeting is documented with a copy given to the student within 72 hours after the meeting.
 - If the student wishes to appeal the decision of the Admission Office Director, the student will submit a written statement and the Admission Office Director of the Vancoderm Academy will provide a written summary of events (both within 7 days) to the General Manager who will review all documents and contact the student and Admission Office Director within 7 days to set a

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meeting should it be deemed necessary. The meeting will be within 14 days of receiving the complaint from the student.

- • The General Manager will either render a decision or request more information within 7 days of the meeting.
- • If a request for information is made by the General Manager, a decision will be rendered within 14 days of the initial meeting with the student and Admission Office Director.
- • If the student wishes to appeal the decision of the General Manager, both the student and the General Manager will submit written statements, within 7 days to the President (C.E.O) who will review all documents and meet with the student and General Manager within ten days.
- • A final decision will be made by the President (C.E.O) within 5 days of the meeting. Written reasons for the determination will be provided to the student within 60 days after the date on which the complaint was made.

5. The student making the complaint may be represented by an agent or a lawyer.
6. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch (www.privatetraininginstitutions.gov.bc.ca).