

Student Dispute Resolution Policy

Name of Policy

May 01, 2003

Implementation Date

Campus Coordinator, Campus Director, Director of Operations, Senior Educational Administrator

Position(s) Responsible

January 20 , 2017

Date of Last Revision

Brighton College provides an opportunity for students to resolve disputes of a serious nature in a fair, reasonable and equitable manner.

Procedure for Student Disputes:

Please note: The student and the institution's personnel involved shall receive a written summary of the above determination. A copy of all documentation relating to every student's complaint should be signed by all parties. A copy shall be given to the student, a copy will be placed in the school's Student Dispute File, and the original will be placed in the student file

1. When a concern arises, the student should first attempt to address it with the individual most directly involved. If unsatisfied with the outcome, the student should submit a written complaint to Student Services. Should this person be absent or be named in the complaint the student should submit the written complaint to the Campus Director.
2. The Campus Director will arrange to meet with the student to discuss the concern as soon as possible and within five school days of receiving the student's written complaint.
3. Following the meeting with the student, the Campus Director 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. The written reasons will be provided no later than 20 school days following the receipt of the student's written complaint.
4. If the student is not satisfied with the determination of the Campus Director, the student must advise the Campus Director within five school days of being informed of the determination. The Campus Director will immediately refer the matter to the Director of Operations of the Institution. The Director of Operations of the institution will review the matter and meet with the student. If the dispute is the concern about academic issue, the Senior Education Administrator will be involved for resolution. The determination will be notified to student within 20 school days following the receipt of the student's written complaint. At this point the School's Dispute Resolution Process will be considered exhausted.

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

Students will not be subject to any retaliation as a result of their complaint.

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.bc.ca) on the basis that the institution misled the student regarding any significant aspect of an approved program.



Brighton College Student Dispute Resolution Form

Student Information

Student Name:	Program:
Student ID:	Program Start Day:
Tel:	Email:
Educational Advisor:	Submission Date:

Description of Complaint or Issue (additional sheets of paper may be attached if more space is needed):

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<i>Student Signature</i>	<i>Date</i>
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Student Dispute Resolution Process

Student Name:	Student ID:
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Step	Process	Status and Date
1	Date received Student Dispute from student	
2	Campus Director meeting with student (Within 5 school days of receiving the dispute)	
3	Conducts enquiries and/or investigations to determine the student concerns are: <i>The written reasons are provided no later than 20 school days following the receipt of the student's written complaint:</i> <input type="checkbox"/> Not substantiated <input type="checkbox"/> Frivolous and vexatious <input type="checkbox"/> Substantiated in whole or in part	Proposed Resolution:
4	The student is not satisfied with the determination?	<input type="checkbox"/> Yes <input type="checkbox"/> No (go to Step 5)
5	Campus Director refers the matter to the DOO and DOO meet with the student and provide the new determination within 20 school days following the receipt of the student's written complaint.	
6	The student files a claim with the PTIB?	<input type="checkbox"/> No <input type="checkbox"/> Yes, date: