



Student Dispute Resolution Policy

Name of Policy

May 01, 2003

Implementation Date

All Members of Brighton College

Position(s) Responsible

June 18, 2021

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. A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time.

Procedure for Student Disputes:

1. The student must provide the written complaint to Student Services who is responsible for making determinations in respect of complaints. If Student Services is absent or is named in a complaint, the student must provide the complaint to the Campus Director.
2. The process by which the student complaint will be handled is as follows:
 - Students are encouraged to resolve their disputes informally before pursuing formal dispute resolution. If the student is unsatisfied with the outcome at this level, he or she may request their dispute be forwarded to the Campus Director.
 - Student complaints must be made in writing. The written dispute must describe a detailed account of the specific incident in question and name all individuals involved in the dispute.
 - The Campus Director will arrange a meeting with the student.
 - The Campus Director will either provide a written decision to the student or inform in writing that an investigation into the matter is ongoing and will complete the investigation.
 - If needed, a second meeting with the Campus Director may be requested by the student or the Campus Director.
 - If the student is not satisfied with the determination of the Campus Director and wants to appeal the decision, the student must advise the Campus Director in writing of being informed of the determination.
 - The Campus Director will provide a written summary of events to the Director of Operations who will review all documents and contact the student and the Campus Director within to set a meeting should it be deemed necessary. If the dispute is an academic issue, the Senior Education Administrator will be included in the resolution process.
 - Written reasons for the determination and the reconsideration (if any) will be provided to the student within 30 days after the date on which the student made the complaint.
3. The written reasons will advise a student, that if the student is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Branch (PTIB) (www.privatetraininginstitutions.gov.bc.ca). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.]
4. The student making the complaint may be represented by an agent or a lawyer.



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):

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

Student Name:	Student ID:
Contact Tel:	Email:

Step	Process	Status and Date	Responsible Person Contact Info.
1	Date received Student Dispute from student		
2	Campus Director meeting with student		Name: Title: Email:
3	Conducts enquiries and/or investigations to determine the student concerns are: <input type="checkbox"/> Not substantiated <input type="checkbox"/> Frivolous and vexatious <input type="checkbox"/> Substantiated in whole or in part	Proposed Resolution:	Name: Title: Email:
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, if an academic issue, the SEA will be included in the resolution process.		Name: Title: Email:
6	The student files a claim with the PTIB?	<input type="checkbox"/> No <input type="checkbox"/> Yes, date:	