

Student Dispute Resolution Policy

Name of Policy

May 01, 2003

Implementation Date

All Members of Brighton College

Position(s) Responsible

January 06, 2026

Date of Last Revision

Policy

Brighton College is committed to resolving student concerns in a manner that is fair, transparent, timely, and consistent with the principles of natural justice.

Students who file a complaint or participate in a dispute resolution process will not be subject to any form of retaliation by the institution at any time. No fees will be charged for the submission, processing, or reconsideration of a student complaint.

Students may be represented by an agent or a lawyer at any stage of the dispute resolution process.

Scope

This policy governs complaints from students regarding any aspect of Brighton College's operations, including instructional quality, services, staff conduct, or academic decisions (e.g., grades, attendance, program progression).

Informal Resolution (Optional)

Students are encouraged to attempt to resolve concerns directly with the individual(s) involved, when appropriate and safe to do so. Informal steps are optional and are not required before initiating a formal complaint.

Formal Complaint Submission

If the matter is not resolved informally—or the student chooses not to pursue informal steps, the student may file a written complaint.

The written complaint must include:

- Student's full name and student ID
- Program and intake
- Contact information
- Description of the concern, including dates, names, events, and supporting documentation
- Desired outcome

Written complaints should be submitted to Student Services: studentservices@brightoncollege.com.

If the Campus Director is unavailable or named in the complaint, the submission must be directed to the Director of Operations (DOO) as a neutral alternate decisionmaker: operations@brightoncollege.com.

Complaint Handling Process**Step 1: Acknowledgement & Meeting (within 5–7 school days)**

Student Services will arrange a meeting between the student and the Campus Director, unless the Director is named in the complaint, in which case the meeting will be with the Director of Operations.

Step 2: Investigation

The decision maker will conduct any necessary inquiries, including interviewing relevant parties and reviewing evidence.

Step 3: Written Determination

After investigation, the student will receive a written decision, including:

- The determination (substantiated / not substantiated / substantiated in part)
- Reasons for the determination
- Any actions to be taken
- Reconsideration information

Step 4: Reconsideration

If the student is not satisfied with the decision, they may request reconsideration in writing.

The Campus Director will forward the full case file to the Director of Operations, who will conduct a secondary review. If the Director of Operations is serving in the first review role, then the full case file will be forwarded to the President for the secondary review. If the matter is academic (grades, academic standing, academic integrity), the Senior Education Administrator (SEA) will participate in the reconsideration.

Step 5: Final Institutional Determination

The institution's final decision will be issued in writing within the original 30-day window (not extended).

Delivery of Documents

All written decisions, reasons, and notices will be provided:

- In person, or
- By email, or
- By registered mail

Record Keeping

A copy of the written decision, reasons, and supporting documentation will be kept in:

- The institution's complaint file, and
- The student's file, consistent with PTIRU standard practice.

Regulatory Option (PTIRU)

If, after exhausting the Brighton College dispute process, the student feels the institution has misled them regarding a significant aspect of an approved program, they may file a complaint with the Private Training Institutions Regulatory Unit (PTIRU): <https://www.privatetraininginstitutions.gov.bc.ca>.

Complaints must be submitted within **one year** of:

- Completing the program
- Withdrawing from the program
- Being dismissed from the 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):

This image shows a completely blank white rectangular area enclosed within a thin black border. There are no markings, text, or illustrations present on the page.

<i>Student Signature</i>	<i>Date</i>
---------------------------------	--------------------

Student Dispute Resolution Process

Student Name:	Student ID:
Contact Tel:	Email:

1	Date received Student Dispute from student		
Step	Process	Status and Date	Responsible Person Contact Info.
2	Campus Director meeting with student		Name: Title: Email:
3	Conduct 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	Is the student not satisfied with the determination?	<input type="checkbox"/> Yes <input type="checkbox"/> No (go to Step 5)	
5	Campus Director refers to the DOO and DOO meet with the student and provides 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 PTIRU?	<input type="checkbox"/> No <input type="checkbox"/> Yes, date:	