

Student Dispute Resolution Policy

Name of Policy

May 01, 2003

Implementation Date

All Members of Brighton College

Position(s) Responsible

August 25, 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.

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

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

Designated Decision-Makers

Initial Decision-Maker: Campus Manager

Reconsideration Decision-Maker: Director of Operations

Alternate Decision-Maker: President

Complaint Handling Process

Step 1: Acknowledgement & Initial Meeting

Student Services will acknowledge receipt of the complaint promptly and arrange an initial meeting, normally within five school days. Student Services will arrange a meeting between the student and the Campus Manager. If the Campus Manager is named in the complaint, the meeting will instead be held with the Director of Operations. If the Director of Operations is unavailable, has participated in the initial determination, or is named in the complaint, the President will act as the reconsideration decision-maker.

Step 2: Investigation

The designated decision-maker will conduct or oversee an investigation, including any necessary inquiries, interviews with relevant parties, and a review of available evidence and documentation.

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. A request for reconsideration must be submitted in writing within five calendar days after the student receives the initial written determination. The reconsideration does not extend the original 30-day resolution period.

The Campus Manager 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. For complaints involving academic matters, the Senior Education Administrator may be consulted to provide academic expertise. The designated reconsideration decision-maker remains responsible for the final determination.

Step 5: Final Institutional Determination

The final institutional determination, including the outcome of the reconsideration and written reasons for the decision, will be provided to the student as soon as possible and no later than 30 calendar days after the original complaint was made. For purposes of this policy, the complaint is considered made on the date Brighton College receives the student's written complaint.

Delivery of Documents

All written decisions, reasons, and notices will be provided in-person, or by email.

Record Keeping

A complete record of the complaint and dispute resolution process, including the original complaint, correspondence, investigation records, evidence reviewed, written determinations, reconsideration records, and



final decisions, will be maintained in the institution's confidential complaint file in accordance with Brighton College's retention and privacy requirements. A final determination must be placed in the student file.

Regulatory Option (PTIRU)

A student enrolled in an approved program who is dissatisfied with the institution's determination and believes Brighton College misled them regarding a significant aspect of the program may file a complaint with the Private Training Institutions Regulatory Unit (PTIRU) within one year after completing, withdrawing from, or being dismissed from the program. Information is available at: <https://www.privatetraininginstitutions.gov.bc.ca>.

Brighton College Student Dispute Resolution Form

Student Information

Student Name:	Student ID:
Program:	Program Start Day:
Tel:	Email:

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

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Supporting documents attached:

☐ Yes ☐ No

Resolution or Outcome Requested by Student:

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Student Signature

Date

Office Use - Resolutions

Resolutions:

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Confirmed by:

Date:

Student's Confirmation

Is the student satisfied with the determination and resolution?	☐ Yes – Matter concluded ☐ No – I wish to request reconsideration
Student Signature	Date

Student Dispute Resolution Process

Student Name:	Student ID:
Tel:	Email:

0	Date written complaint received:	30-day final resolution deadline:	
Step	Process	Date	Responsible Person Name and Title
1	Date acknowledgement sent		
2	Initial meeting with student		
3	Initial determination and Resolution: ☐ Substantiated ☐ Not substantiated ☐ Substantiated in part Reasons/Actions: _____		
4	Is the student satisfied with the initial determination and resolution? ☐ Yes - Case is closed ☐ No - Proceed to Step 5: Reconsideration)		
5	Reconsideration request in writing from student		
6	Final determination and written reasons issued by designated reconsideration decision-maker		
7	Final written determination and reasons provided to student		
8	PTIRU complaint information provided to student		