

## **DISPUTE RESOLUTION POLICY**

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|-------------------------|---------------------------------|
| Name of Policy          | Dispute Resolution Policy       |
| Last Revision           | August 20 <sup>th</sup> , 2021  |
| Implementation Date     | September 1 <sup>st</sup> ,2021 |
| Position(s) Responsible | Campus Director, SEA            |

### **Policy**

Winston College provides opportunity for students to resolve disputes / complaints through following described procedures. Anonymous complaints/concerns will not be accepted. Only individuals can submit a complaint/ concern and must be in writing. Winston management ensure fair and equitable treatment and student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation at any time.

### **Procedure:**

- A- The Winston College management encourages students to resolve their concerns through informal negotiation. If the student is not satisfied with the informal negotiations the students are strongly encouraged to submit their concern in writing to the Academic Director/SEA who is responsible for making determinations in respect of complaints. It is not mandatory but providing a summary of discussions in chronology order with supporting documentation will be appreciated.
  
- B- The compliant addressed to Academic director/SEA should be submitted in person or to front desk or admission office in person or by email. The admission officer is responsible to forward the complaint to academic director or president with in 3 business days.
  
- C- If the Academic Director/SEA is absent or is named in the complaint, the student must address the compliant to the Winston President.
  
- D- Winston College President is sole authorize to form a dispute resolution committee to make decisions of all complaints.
  
- E- Students are authorized to submit and peruse a compliant him /herself or an agent or a lawyer.

### **Process Step 1:**

- A- The Winston College Academic Director/SEA or their designate will arrange meeting with the student to review the circumstances and desired resolution within five business days of receipt of the student's written complaint.

- B- If the issue is resolved at this level, the process is exhausted the copies of conclusion will be provided to both the parties and will be placed in Dispute Resolution files.

**Process Step 2:**

- A- If the student is dissatisfied with the conclusion of the Academic director or their designate, the student can appeal to the President Winston College within 5 business days of the notification of academic director about the outcome.
- B- The Winston President if deem necessary, he/she will notice both parties to discuss the issue and acquire more information and understanding about the issue. The Winston President will review all details and based on given information will make a final decision within five business days and a letter will be issued regarding the decision. At this stage, the process is exhausted and finalized. No further action would be taken, and copies will be provided to both the parties and the original will be placed in the dispute resolution file.
- C- The President is solely authorised to review the complaint and notify the student with in 5 business days.
- D- The written letter also will advise the student, that if he/she is dissatisfied with the determination, and has been misled by the college 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](http://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. The student making the complaint may be represented by an agent or a lawyer.