

Purpose

This policy establishes the framework for addressing student complaints related to the College and its operations. It defines the rules and procedures for resolving student concerns and disputes in a fair and timely manner.

Scope

This policy applies to all individuals who are enrolled in programs of study at the College.

Alberta Dispute Resolution Policy

Due to the size of the organization and diversity of individuals operating in close proximity to one another, the College realizes there may be disputes and conflicts that arise from time to time. The College is committed to ensuring a safe, comfortable, equal, and responsive learning environment for everyone. The College is committed to the prompt and equitable resolution of student concerns to the satisfaction of both the student and the College.

Disputes should be filed within 90 calendar days of the occurrence of the incident or from the date upon which the student should reasonably have known about the matter(s) they are disputing.

Disputes submitted beyond one calendar year from date of graduation or withdrawal will not be accepted.

- Anonymous complaints will not be accepted.
- A student complaint must be made in writing.
- The student making a complaint will have the opportunity to have a person present with the student at all stages of the proceedings; and the right to have that person make an oral submission on his or her behalf.
- The student making a complaint may be represented by an agent or lawyer.
- The dispute resolution process, including written reasons for the determination and any reconsideration (if any), must be completed no later than 30 calendar days of the date on which the student submitted the complaint.
- 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 for making the complaint.
- A copy of the student complaint record will be provided to the student. The College will maintain a record of the complaint, any submissions filed, and decisions, for at least 3 years from the date of decision.

Students are strongly encouraged to discuss any conflicts, disputes, or concerns via informal discussion at the earliest opportunity.

Procedure:

Campus Director Resolution:

- In the event that the attempt to resolve issues via informal discussion has not been successful, the student shall provide their concerns or complaint in writing (e-mail, letter, or Student Concern Outline Report) to the **Campus Director**. The student must provide their full name and student ID number, set out the areas of concern or complaint, their suggested remedy, and what steps they have taken to date to address or resolve the issue.
- The Campus Director must fully investigate the student's concerns or complaint and whenever necessary meet with the student as soon as is practicable and normally within 5 days to seek resolution and/or seek additional information about the concerns or complaint from the student or any other parties involved.
- After careful consideration, the Campus Director will provide a written decision to the

student including explanations, no later than **10 calendar days** after the receipt of the concerns, or complaint with the best possible resolution for the student. The decision will be in letter form, delivered via email and CC to the student file and Dispute Resolution File.

- Decision letter must include the pathway of appeal or next steps relative to the campus in which the program exists, including the relevant contact information for the Regional Director of Operations (Provincial Student Relations Email).
- Following the delivery of the Campus Director Level-1 decision, if there is a non-response from the student the Campus Director is required to follow up daily.
- If the student continues to be unresponsive for 5 days, then the Campus Director will force the escalation to Level-2, Regional Director of Operations (Provincial Student Relations Email).

Provincial Student Relations Email:

- AB: ABStudentRelations@Campus-support.ca

*Note - If a student initially accepts the Level-1 decision and then appeals after 30 days from the original complaint, the institution must provide evidence that a delay was caused by the student.

Campus Support Resolution:

- If a resolution cannot be found through the Campus Director, then the complaint will automatically be moved over to Regional Level-2 by the Campus Director.

The communication to the regional level must include the student's concern, actions taken to date and the desired outcome or resolution.

Must be sent within **5 calendar days** of the Campus Director's decision
- The Regional Director of Operations will contact all relevant parties to gather information regarding the complaint for review. They will conduct an investigation, with the support of the Regional Compliance Manager, review the complaint/concern, and inform all parties of the progress of the investigation and review.
- Once the investigation is complete, the Regional Director of Operations will respond to the student in writing, no later than **15 calendar days** after the receipt of the concerns, or complaint.

Decision letter must include the pathway of appeal or next steps relative to the province in which the program exists, including the relevant URL links to the location (see below).
- The total elapsed time for a Campus Director Resolution and Campus Support Resolution **must not exceed 30 calendar days**.
- If a student is dissatisfied with the determination and feels they have been misled by the institution regarding any significant aspect of their program, they may file a complaint with the Private Career Colleges (PCC) Branch of Alberta Advanced Education at <https://www.alberta.ca/private-career-colleges.aspx>. The time limit for filing a complaint is 6 months from the last day the student attended the program.