



**Canadian Vocational Training Centre**

**Dispute Resolution**

June 14, 2013

Name of Policy

Implementation Date

**Centre Director**

August 30, 2021

Position(s) Responsible

Date of Last Revision

**Policy:**

Canadian Vocational Training Centre provides an opportunity for students to resolve disputes in a fair and equitable manner. Student will not be subject to any form of retaliation as a result of filing a complaint.

The policy applies to all Canadian Vocational Training Centre students who are currently enrolled or were enrolled 45 days prior to filing a dispute.

**Procedure for Student Disputes:**

1. The student must provide the written complaint to the Centre Director who is responsible for making determinations in respect of complaints. When a concern arises, the student should address the concern with the Centre Director. The Centre Director will arrange to meet with the student to discuss the concern and desired resolution as soon as possible but, at most, within five school days of receiving the student’s written concern.

Following the meeting with the student, the Centre Director will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student’s concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate Canadian Vocational Training Centre personnel.

The necessary enquiries and / or investigations shall be completed and a response provided in writing to all involved as soon as possible but no later than ten school days following the receipt of the student’s written concerns. One of the following may happen:

- a. If it is determined that the student’s concerns are not substantiated the institution will provide a written explanation of the decision and deny the complaint; or
- b. If it is determined that the student’s concerns are substantiated in whole or in part, the institution will propose a resolution.

The response should specify the student will have five school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student, a copy will be placed in the Centre's Students Conduct File, and the original will be placed in the student file.

If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the President. The student will then proceed to Step #2

2. The student making the complaint may be represented by their agent or lawyer.

The President will review the matter and may meet with the student as soon as possible but, at most, within five school days of receipt of the student's appeal.

The original decision will either be confirmed or varied by the President in writing within 5 school days after meeting the student. At this point the Centre's Dispute Resolution Process will be considered exhausted.

If the student is still dissatisfied with the determination, and feels that they may have been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)).