

Policy Title: Student Dispute Resolution Policy and Procedure

Approved by: Campus Director

Executive(s) Responsible: Director, Student Services/Registrar; Academic Director; and Associate Director, Compliance and Risk Management

Administrator(s) Responsible: Academic Manager, Student Services Coordinator(s), and Compliance Officer

Revision Date: November 27, 2024

Effective Date: November 27, 2024

Next Review Date: November 27, 2025

Institution Number: 4119

Background & Scope

Canadian College of Technology and Business (CCTB) provides an opportunity for students to resolve disputes of a serious nature in a fair, reasonable, and equitable manner.

Purpose of the Policy

This policy governs complaints from students with regards to CCTB and any aspect of its operations. Students will not be subject to any form of retaliation as a result of filing a complaint.

Policy Statement

1. Complaint Process

- 1.1. All student complaints must be made in writing.
- 1.2. The student making the complaint may be represented by an agent or a lawyer.
- 1.3. The student must provide the written complaint to one of the following individuals:
 - Karlo Avenido, Director of Student Services/Registrar, karlo.avenido@canctb.ca
 - Jason Botelho, Campus Director, jason.botelho@canctb.ca
- 1.4. If any or both of the individuals listed above are absent or are named in the complaint, the determination for investigation and resolution will be made by the Senior Educational Administrator, Shrey Chamoli (shrey.chamoli@canctb.ca).

2. Responding to a Complaint

The process by which the student complaint will be handled is as follows:

2.1. Step 1: Initial Investigation and Resolution

2.1.1. When a concern arises, the student should first attempt to address the concern with the individual most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing. The Director, Student Services/Registrar and Campus Director (if they are present and not named in the complaint) will then arrange to meet with the student to discuss the concern and desired resolution as soon as possible, but within five (5) business days of receiving the student's written concern.

2.1.2. Following the meeting with the student, inquiries will be conducted and/or investigations, when 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 CCTB personnel. All communications must be in writing.

2.1.3. The necessary inquiries and/or investigations shall be completed, and a response provided in writing to all involved as soon as possible, but no later than ten (10) business days following the receipt of the student's written concerns.

2.1.4. If it is determined that the student's concerns are not substantiated, CCTB will provide a written explanation of the decision and deny the complaint; or

If it is determined that the student's concerns are substantiated in whole or in part, CCTB will propose a resolution.

The response must specify that the student will have five (5) business days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student, and the original will be placed in the student file.

2.2. Step 2: Determination Appeal and Final Resolution

2.2.1. If the student is not satisfied with the response, the student may submit an appeal by writing to the Director, Student Services/Registrar and to the Campus Director within five (5) business days of being informed of the determination. The Senior Educational Administrator will be notified of this appeal.

2.2.2. The Senior Educational Administrator will review the matter and, if necessary, may meet with the student within five (5) business days of receipt of the student’s appeal. The original decision will either be confirmed or modified by the Senior Educational Administrator in writing within five (5) business days after receipt of the student’s appeal or, if a meeting with the student occurred, within five (5) business days of that meeting. At this point, the CCTB dispute resolution process will be considered exhausted.

2.2.3. Written reasons for the determination will be provided to the student within thirty (30) calendar days after the date on which the complaint was made.

2.2.5. If the student is, or was, enrolled in an approved program, is dissatisfied with the determination, and feels they have been misled by CCTB regarding any significant aspect of that program, he or she may file a complaint with the Private Career Training Institutions Branch (www.privatetraininginstitutionsbranch.bc.ca).

Related Legislation

- Private Training Act

Document History

Date	Approval/Review/Key Change(s)
27 Nov 2024	Changed SEA contact identified in policy