

# Policy on Dispute Resolution

**CATEGORY:** Student – Conduct & Interaction

**ISSUE DATE:** July 27, 2018

**LAST REVISION DATE:** October 13, 2018; February 6, 2019; November 27, 2019

**REVIEW REQUIREMENTS:** Every two (2) years

**APPROVED BY:** President

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## Policy Purpose & Summary

This policy, entitled “*Policy on Dispute Resolution*”, has been created to convey the expectations and procedures related to student Dispute resolution.

It is the policy of the College to formalize the process as outlined below. Definitions of terms used in this policy may be found in the *Policy Glossary*.

## Scope

This policy applies to all students enrolled at the College, all individuals employed by the College, and any other individual acting as representatives, or hold a titular position, of the College.

## Policy

### 1. REGULATIONS AROUND STUDENT DISPUTE RESOLUTION

- 1.1. Students are encouraged to resolve their Disputes informally before pursuing formal Dispute resolution.
- 1.2. All attempts at formal Dispute resolution must follow the principles of natural justice.
- 1.3. The College must retain a record of all Disputes made by students and all written recommendations issued under the Dispute resolution process for a period of five (5) years.
- 1.4. The College must not impose any fees in regards to the student Dispute resolution process.
- 1.5. A student who enters the Dispute resolution process is permitted to be represented by an agent or a lawyer.

### 2. STUDENT DISPUTE RESOLUTION PROCEDURE

- 2.1. When a Dispute arises, the student must contact Student Services and convey the details of the Dispute in writing.
- 2.2. The written Dispute provided to Student Services must describe a detailed account of the specific incident in question and name the individuals involved in the Dispute.
- 2.3. If the student is dissatisfied with the outcome at this level, he or she may request to have their Dispute forwarded to the Campus Director.
- 2.4. If the Campus Director is either unavailable or is named in the complaint, the Dispute will be forwarded to the Vice President.
- 2.5. The Campus Director must review the Dispute and contact the student by email to inform them of the receipt of the Dispute and advise the student that the College is currently investigating the issue.
- 2.6. The Campus Director must conduct a thorough investigation to determine whether the student’s concerns are substantiated.

- 2.7. If it is determined that the student's concerns are substantiated in whole or in part, the Campus Director must provide the student with a written notice of the decision and a written proposal for a resolution, within twenty-one (21) calendar days of the Dispute being submitted.
- 2.8. If the student is dissatisfied with the result of the decision made or the resolution, he or she may appeal to the Vice President within five (5) calendar days of receiving the Campus Director's decision. The student must submit copies of all documentation, including the original Dispute, the written notice of the decision, and the proposed resolution, with a written explanation for why he or she believes that the decision and proposed resolution are flawed.
- 2.9. If the Vice President is either unavailable or is named in the complaint, the Dispute will be forwarded to the President.
- 2.10. If the Vice President determines that the original decision and proposed resolution are acceptable, he or she must provide the student with a written notice of his or her decision to reject the appeal.
- 2.11. If the Vice President determines that the original decision and proposed resolution are unacceptable, he or she must provide the student with a written notice of his or her decision to accept the appeal, and of the new decision and the new proposed resolution.
- 2.12. The student must be notified of the Vice President's decision, in writing, within fifteen (15) calendar days of the appeal being submitted to the Vice President. The student must receive written notice of the decision and the proposed resolution.
- 2.13. All of the documentation collected during the appeal process must be placed in the student's academic file, as well as in the personnel file of any relevant College Faculty Member or Staff Member.
- 2.14. If the student is dissatisfied with the results of the decision or the resolution at this level, he or she may file a Dispute with the regulatory body.

## Policy Notes

This policy consolidates the measures included in, and replaces, the following archived policies of the College:

- Policy #1010 – Student Dispute Resolution Policy

**ACCOMPANYING POLICIES:** This policy is a part of a suite of conduct and interaction oriented policies under the Student Policies category.