



Dispute Resolution Policy Pan Canada College

Pan Canada College

04370

Name of Institution

Institution Number

Dispute Resolution Policy

May 1, 2018

Name of Policy

Effective Date

Revision Date

1. This policy governs complaints from students respecting Pan Canada College and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.
2. All student complaints must be made in writing.
3. The student must provide the written complaint to the Director of Student Affairs who is responsible for making determinations in respect of complaints. If the Director of Student Affairs is absent or is named in a complaint, the student must provide the complaint to the President of the College.
4. The process by which the student complaint will be handled is as follows:
 - Please see the attached “Grievance and Arbitration Procedure”
 - Written reasons for the determination will be provided to the student within 30 working days after the date on which the complaint was made.
5. The student making the complaint may be represented by an agent or a lawyer.
6. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has 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).



Grievance and Arbitration Procedure

STUDENT GRIEVANCE

A grievance is a complaint arising out of any alleged unauthorized or unjustified act or decision by a member of the faculty (other than the awarding of course grades or other instructional decisions), staff, or another student, which adversely affects the status, rights or privileges of a member of the student body. The burden of proof rests with the complainant.

The following are the procedures to be used in processing student complaints (with the exception of grade appeals) against any Pan Canada College faculty or staff or another student.

A grievance must be filed within twenty (20) days of the date of the alleged wrongdoing, regardless of the date of discovery. Formal procedures shall take place in venue designated by the Director of Student Affairs. Grievances not meeting this time limit or grievances previously resolved by informal means shall not be processed under formal procedures. Please note that individuals have rights to know and understand the charges or complaints made against them. They also shall have the right to be heard in response to charges or complaints made against them before any disciplinary decision is taken.

General grievance

This covers all types of grievance except for administrative policy-related grievance. The following steps are to be taken:

1. The complainant should speak with the instructor and/or administrator involved in the complaint. Many problems can be dealt with successfully by communicating with the person involved.
2. If the problem cannot be resolved informally and to the satisfaction of both parties, a formal complaint must be made in writing and submitted to the Director of Academic and Student Affairs. The grievance letter should specify the following information: complainant's personal detail (name, current address, and phone number), complaint description and resolution, evidence (if applicable), and respondent's personal detail (name, current address, phone number and position—if faculty or staff member). The complainant should make an appointment with the Director of Student Affairs a week after submitting the complaint to allow him/her enough time to review the case.
3. If the matter remains unresolved, the complainant can proceed to a more formal procedure and submit his/her complaint letter (i.e. enhanced complaint letter) to a Grievance Committee (GC) consisting of one faculty member, one student, and the Director of Student Affairs (if it is an academic or student affair issue) or Director of Admissions and Administration Affairs (if it is an administration or finance-related complaint). The selected faculty member and student should not be directly involved in the complaint.



The GC membership selection process shall occur within ten (10) working days of the Director of Student Affairs' and the Director of Admissions and Administration Affairs' receipt of the enhanced complaint letter. The GC will hear the testimony of both parties, complainant and respondent, at its designated time and place. The GC will submit a recommendation to the President for review. The President shall make the final decision. This decision will be binding and final on the basis that there are no other third-party or legal government objections.

Administrative Policy-Related Grievance

This covers grievance relating to the College's documented administrative policy. The following steps are to be taken:

1. The complainant should speak with the administrative staff involved in the complaint and resolve the situation informally.
2. If the problem cannot be resolved informally and to the satisfaction of both parties, a formal complaint must be made in writing and submitted to the Director of Student Affairs if it is an academic or student affair policy grievance or the Director of Admissions and Administration Affairs if it is an administrative and finance policy grievance. The grievance letter should specify the following information: complainant's personal detail (name, current address, and phone number), complaint description and resolution, evidence (if applicable), and respondent's personal detail (name, current address, phone number and position). The complainant should make an appointment with the Director of Student Affairs or Director of Admissions and Administration Affairs as applicable a week after submitting the complaint to allow him/her enough time to review the case.
3. If the complaint cannot be resolved, it can be brought to the attention of the President for review.
4. The President shall make the final decision.
5. The final decision made by the President shall be binding on the basis that there shall be no other third-party or legal government objections.

Time Limit

Written reasons for the determination shall be made and provided to the student within 30 working days after the date on which the complaint was made.