



Dispute Resolution Policy Pan Canada College

<u>Pan Canada College</u>	<u>04370</u>	
Name of Institution	Institution Number	
<u>Dispute Resolution Policy</u>	<u>May 1, 2018</u>	<u>March 01, 2022</u>
Name of Policy	Effective Date	Revision Date

1. This policy governs complaints from students respecting Pan Canada College and any aspect of its operations.
2. 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.
3. The process by which the student complaint will be handled is as follows:
 - All student complaints must be made in writing.
 - A student must provide written complaints to the **Senior Educational Administrator (SEA)** who is responsible for making determinations in respect of complaints. If the **SEA** is absent or is named in a complaint, the student must provide the complaint to the **President**.
 - Luke Kim (luke.kim@pancanadacollege.ca), **SEA**
 - June Kim (june.kim@pancandacollege.ca), **President**
4. The process by which the student complaint will be handled is as follows:
 - The SEA or the President will arrange to meet with the student to discuss the concern as soon as possible and within five days of receiving the student's written complaint.
 - Following the meeting with the student, the SEA or the President will conduct whatever enquiries and/or investigations are necessary and provide a written response to the student that includes reasons for the determination regarding the complaint. Written reasons for the determination and reconsideration, if any, will be provided to the student within 30 days after the date on which the complaint was made.
 - Any fee cannot be imposed to the students who submits the complaints.
5. The written reasons will advise a student, that if the student is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Branch (PTIB) (www.privatetraininginstitutions.gov.bc.ca). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.
6. The student making the complaint may be represented by an agent or a lawyer.