



# DISPUTE RESOLUTION & GRADE APPEAL

## Policy

1. Vancouver International College ("VIC") is dedicated to the unbiased and unprejudiced treatment of all our students, and provides an opportunity for students to resolve disputes of a serious nature and grade appeals in an objective, non-discriminatory and impartial manner.
2. This policy governs complaints from students respecting Vancouver International College ("VIC") and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.
3. All student complaints must be made in writing. The student must provide the written complaint to the College Director or Academic Director who is responsible for making determinations in respect of complaints. If the College Director or Academic Director is absent or is named in a complaint, the student must provide the complaint to the President of VIC.

## Procedure

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

1. When a student complaint arises, the student should first try 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 the complaint in writing and deliver it to the Academic or College Director.
2. The Academic or College Director will arrange to meet with the student to discuss the concern and a desired resolution as soon as possible but within five (5) school days of receiving the student's written concern.
3. Following the meeting with the student, the Academic or College Director will conduct whatever inquiries 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 VIC personnel.
4. 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 (10) school days following the receipt of the student's written concerns.
  - 4.1. If it is determined that the student's concerns are not substantiated, VIC will provide a written explanation of the decision and deny the complaint; or
  - 4.2. If it is determined that the student's concerns are substantiated in whole or in part, VIC will propose a resolution.
5. The response must specify that the student will have five (5) 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 VIC's Student Complaint File, and the original will be placed in the student file.
6. If the student is not satisfied with the determination of the Academic or College Director, the student must advise Academic or College Director, as soon as possible but within five (5) school days of being informed of the determination. The Academic or College Director, will immediately refer the matter to the President of VIC.
7. The President will review the matter and if necessary, may meet with the student as soon as possible but within five (5) school days of receipt of the student's appeal.
8. The original decision will either be confirmed or varied by the President in writing within five (5) school days after receipt of the student's appeal or, if a meeting with the student occurred, within five (5) days of that meeting. At this point VIC's dispute resolution process will be considered exhausted.
9. Written reasons for the determination will be provided to the student within 45 days after the date on which the complaint was made.
10. The student making the complaint may be represented by an agent or a lawyer.
11. 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 Languages Canada or the Private Training Institutions Branch ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)).