

# Dispute Resolution Policy

---

<u>Vancouver Beijing College of Chinese Medicine</u>		
Name of Institution		Institution Number
<u><b>Dispute Resolution Policy</b></u>	<u><b>Nov. 1<sup>st</sup>, 2021</b></u>	<u><b>Nov. 1<sup>st</sup>, 2021</b></u>
Name of Policy	Effective Date	Revision Date

This policy governs complaints from students respecting Vancouver Beijing College of Chinese Medicine (VBCOM) and any aspect of its operations.

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.

## **Procedure for Student Disputes**

1. When a concern arises, the student should address the concern with the staff member most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the Senior Educational Administrator or College President at [vbcomtcm@gmail.com](mailto:vbcomtcm@gmail.com).
2. The Senior Educational Administrator or College President will arrange to meet with the student to discuss the concern and desired resolution within five school days of receiving the student's written concern, or as soon as practicable.
3. Following the meeting with the student, the Senior Educational Administrator or College President will conduct whatever enquiries 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 (institution's) personnel.

If the issue is of a serious nature the College President may, in his/her sole discretion and cost, engage the services of a third party mediator to assist in the resolution of the dispute.

4. The necessary enquiries and / or investigations shall be completed no later than 10 school days following the receipt of the student's written concerns. The Senior Educational Administrator or College President will do one of the following within 10 days of receiving the student's written concerns:
  - a) Determine that the student's concerns are not substantiated; or
  - b) Determine that the student's concerns are substantiated in whole or in part;
  - c) Determine that the student's concerns are frivolous and vexatious.

The student and the institution's personnel involved shall receive a written summary of the above determination. All parties will sign on all the documents relating to every

student's complaint. A copy shall be given to the student, a copy will be placed in the school's Administration records, and the original will be placed in the student file.

5. If it has been determined the student's concerns are substantiated in whole or in part, the Senior Educational Administrator or College President shall include a proposed resolution of the substantiated concern(s). The school will provide the reasons for the determination and the reconsideration (if any) to the student within 30 days after the date on which the student made the complaint.

6. 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](http://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.

7. The student making the complaint may be represented by an agent or a lawyer.