

## DISPUTE RESOLUTION

Where applicable, school policy, as outlined in the Student Handbook, will be used in settling internal disagreements. The student should first approach the employee person with whom they have the disagreement. If the issue cannot be resolved, the student will follow the steps as outlined below.

Please note this applies to all Sprott Shaw students who are currently enrolled or were enrolled no more than one year prior to filing of this dispute. At any time during this process, the student may choose to seek and retain representation by an agent or a lawyer.

In the event of a dispute between the College and a student, the student shall provide a written statement to the Director of the Campus detailing the students' interpretations of the situation and their suggested resolution.

- The Campus Director will meet with the student within five business days to try and resolve any outstanding issues.
- The Campus Director will complete an investigation of the complaint, including but not limited to interviewing employees or students, review of relevant policies/procedures, review of student file, email correspondence. The Campus Director may contact the student if they require further information to assist in the process.
- The Campus Director will provide the student, in writing, with the proposed resolution. The proposal will include reasons for the decisions and any subsequent considerations. The proposal will be sent as soon as completed, and within 10 days of receipt of the written complaint.
- The proposal will include the contact details of the Director of Compliance and Regulatory Affairs (or in their absence their delegate) as the next stage of the dispute process, should the student be dissatisfied with the resolution proposed at a Campus Level.

If the student wishes to appeal against the decision of the Campus Director, the student is to follow the second and final stage of the College dispute process.

- Within 5 days of receipt of the resolution proposed by the Campus Director, the student will submit a written statement addressed to the Director of Compliance and Regulatory Affairs (DCRA), that includes reasons for the appeal.
- The DCRA will request and review all relevant documentation, including a copy of the Campus Director's proposed resolution, and may request a meeting with the parties.
- The DCRA will provide the student, and the Campus Director, in writing, the final resolution. The resolution will include reasons for the decisions and any subsequent considerations. The

resolution will be sent as soon as completed, and within 10 days of receipt of the written complaint to the DCRA.

- The DCRA will include the contact information for the Private Training Institutions Regulatory Unit (PTIRU) should the student remain dissatisfied with the decision AND their complaint includes a belief that they were misled by the College regarding any significant aspect of the program.

Retaliation of any kind against a student of Sprott Shaw who, in good faith files a complaint or report of bullying and harassment and/or discrimination, participates or cooperates in any investigation under this policy or associates with a person who invoked this policy or participates in these procedures, will not be tolerated.

If a student is dissatisfied with the determination, the student may file a complaint with the Private Training Institutions Regulatory Unit([www.privateinstitutions.gov.bc.ca](http://www.privateinstitutions.gov.bc.ca)). Complaints must be filed with PTIRU within one year of the date a student completes, is dismissed from, or withdraws from the program