

Student Dispute Resolution Policy Gaston Business College (GBC)

Preamble

This policy governs complaints from students respecting Gastown Business College 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. The guiding principle binding this policy is care and fairness for any and all parties involved.

Guiding Standards for Dispute Resolution

1. The GBC dispute resolution process will only be enacted when a student dilemma cannot be resolved amicably prior to invoking the process outlined in this policy.
2. No student will be subject to any form of retaliation related to making a formal written complaint.
3. The policy governs disputes as they may arise with students respecting Gastown Business College and any aspect of its operations.
4. The student making a written complaint may seek external representation through an agent or lawyer at anytime throughout the dispute resolution process.
5. No person named in a dispute will make any determination on the outcome of a dispute apart from giving information.
6. The guiding standard that governs all decision making in the process is fairness and care for any and all persons involved.

Stepwise Process for Dispute Resolution

- A. The student shall provide his/her complaint in writing to the Office Administrator. The GBC OA its email is ankita@gbcol.ca.
- B. If the OA is absent, the student must submit the written complaint to the General Manager. The GM's is deborah@gbcol.ca.
- C. Either of the above named individuals shall upon receipt of a student complaint conduct a thorough investigation – requesting submissions from all involved parties and witnesses – and set up a meeting with the student filing the complaint within 48 hours (this time standard may be adjusted if the 48 hour period is inclusive of holidays). Timelines can e extended based on the complexity of the situation.
- D. A determination, including the written reasons for the decision, will be provided by the responsible person within 48 hours (this time standard may be adjusted if the 48 hour period is inclusive of a holiday). Timelines can e extended based on the complexity of the situation.
- E. If the student is not satisfied with the decision made, and then he/she has the right to make a written appeal to the Campus Director. The Campus Director's email is terry@gbcol.ca
- F. The Campus Director will review the initial determination – including meeting with all parties involved and reviewing all submissions received – and provide written reasons for the appeal determination to all parties involved in the dispute. A determination shall be made within 30 days from the date the student first filed the complaint. At this point the Institution's 'Dispute Resolution Process' will be considered exhausted.
- G. If the Student is dissatisfied with the appeal determination, he or she may file a complaint with the Private Career Training Institutions Branch. (www.privatetraininginstitutions.gov.bc.ca).
- H. The Director of GBC will be given ongoing updates concerning steps A to G.
- I. All documentation related to this process shall be maintained in accordance with GBC record keeping standards.
 - II. 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 Regulatory Unit (PTIRU) (www.privatetraininginstitutions.gov.bc.ca) within one year of the date a student completes, is dismissed from, or withdraws from the program.