

Cambridge College

Dispute Resolution Policy for Students and Non-Students

Approved By: Director / Operations Manager & Administrative Head

Effective Date: September 1, 2021

Revision Date: August 11, 2021

Title Amendment Date: July 21, 2024

Policy:

Cambridge College provides an opportunity to resolve complaints in a fair and reasonable manner. The policy applies to all Cambridge College students and non-students (Students, Instructors, Staff, and other College members) who are currently enrolled/employed or were enrolled/employed 30 days prior to submitting their concern to the Equity Office. Individuals should always try to resolve issues informally at first if possible. If a more formal approach becomes necessary, the college has a fair and reasonable mechanism for resolution. Member's Complaints will be investigated and dealt with in timely manner.

1. This policy governs complaints from members respecting Cambridge College and any aspect of its operations and/or between College member's while on Cambridge College premises or in the course of activities or events hosted by the College.
2. A member 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. Member complaints must be made in writing. The process by which the member complaint will be handled is as follows:

Step 1 Formal Resolution through Equity Advisor

If you believe that a violation has occurred and you have not been able to informally resolve the situation satisfactorily you may consult with the Equity Advisor in writing stating all pertinent facts. Should the Equity Advisor 1 be absent or be named in the complaint, the member should submit the written complaint to Equity Advisor 2 (Senior Education Administrator Yasmin Ahmedbhai). The Equity Advisor has the responsibility to listen in confidence to your concerns and he/she will attempt formal resolution.

- a) Complainant submits written concerns to the Equity Advisor stating pertinent facts. Equity Advisor will arrange to meet with the complainant to discuss the concern and desired resolution within 5 school days of receiving the complainant's written concern, or as soon as practical.
- b) Following the meeting with the complainant, the Equity Advisor will conduct appropriate enquiries and/or investigations to determine whether the complainant's concerns are substantiated in whole or in part. Those inquiries may involve further discussions with the complainant, instructor, staff, witnesses or other college members.

- c) The necessary enquires and/or investigations shall be completed no later than 5 school days following the receipt of the complainant's written concerns. The Equity Advisor will do one of the following within 12 school days of receiving the complainant's written concerns:
 - determine that the complainant's concerns are not substantiated; or
 - determine that the complainant's concerns are substantiated in whole or in part; or
 - determine that the complainant's concerns are frivolous and vexatious
- d) The complainant shall receive a written summary of the above determination. A copy of all documentation relating to complaint should be signed by all parties. A copy shall be given to the complainant and the respondent, a copy will be placed in the member's File, and the original will be placed in the Institution's Student / Employee Complaint's File.

If it has been determined that the complainant's concerns are substantiated in whole or in part the Equity Advisor shall propose a resolution of the substantiated concern(s).

Step 2 Reconsideration and Decision through Administrative Head

If the complainant is not satisfied with the Equity Advisor's determination or proposed resolution of the substantiated concern(s), he/she may appeal for Reconsideration and Decision through Administrative Head by filing a written request with the Equity Office within 2 school days of being informed of the Equity Advisor's determination and/or proposed resolution (if any). The Equity Office will refer the matter to the Administrative Head. The Administrative Head will review the matter and meet with the complainant within 5 school days. Within 5 school days of meeting with the complainant, the Administrative Head shall either confirm or vary the determination and/or resolution of the Equity Advisor. At this point the School's Dispute Resolution Process will be considered exhausted.

- a) Complainant files a written request for Reconsideration and Decision to Equity Office, within 2 school days of being informed of the determination and proposed resolution (if any)
- b) The Equity Office will refer the matter to the Administrative Head. The Administrative Head will review all submissions including witnesses' statements and the Equity Advisor's determinations and proposed resolution (if any) and meet with the complainant within 5 school days.
- c) The Administrative Head may conduct additional enquiries and/or investigations as he/she deems necessary.
- d) Within 5 school days of meeting with the complainant, the Administrative Head shall either confirm or vary the determination and/or resolution of the Equity Advisor. If it has been determined that the complainant's concerns are substantiated in whole or in part the Equity Advisor shall propose a resolution of the substantiated concern(s).
- e) If the complainant is not satisfied with the determination of the Administrative Head, the complainant must advise the Equity Office within 2 school days of being informed of the determination. At this point the School's Dispute Resolution Process will be considered exhausted. 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.]

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

