

Canadian Tourism College:

**Dispute Resolution Policy**

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Name of Policy

**Campus Director**

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Position(s) Responsible

**Policy:**

CTC provides an opportunity for students to resolve disputes of a serious nature and grade appeals in a fair and equitable manner. This policy governs complaints from students respecting Canadian Tourism College and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.

The policy applies to all current students and former students who are within 1 year of their graduation, withdrawal, or dismissal date. Students wishing to appeal marks must submit their dispute 30 days from the date the mark was received to submit their concern in writing to the Campus Director.

Grades on the following assessment methods may be appealed; assignments, projects, and exams.

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

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 the Private Training Institutions Branch (<http://www.privatetraininginstitutionsbranch.bc.ca>).

**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.
2. The student must provide the written complaint to the Campus Director who is responsible for making determinations in respect of complaints. If the Campus Director is absent or is named in a complaint, the student must provide the complaint to the Senior Education Administrator.
3. The Campus Director will arrange to meet with the student to discuss the concern and desired resolution within 5 College days of receiving the student's written concern, or as soon as practicable.
4. Following the meeting with the student, the Campus Director 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 CTC personnel.
5. The necessary enquiries and/or investigations shall be completed no later than 10 College days following the receipt of the student's written concerns. The Campus Director 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;
  6. The student and the institution's personnel involved shall receive a written summary of the above determination. All parties should sign a copy of all documentation relating to every student's complaint. A copy shall be given to the student, and the original will be placed in the student file.
  7. If it has been determined that the student's concerns are substantiated in whole or in part the Campus Director shall include a proposed resolution of the substantiated concern(s).
  8. If the student is not satisfied with the determination of the Campus Director, the student must advise the Campus Director within 48 hours of being informed of the determination. The Campus Director will immediately refer the matter to the Senior Education Administrator who will review the matter and meet with the student within 5 College days.
  9. The Senior Education Administrator of the institution shall either confirm or vary the determination of the Campus Director. At this point the College's Dispute Resolution Process will be considered exhausted.
  10. If the issue is of a serious nature the Senior Education Administrator of the College may, in his/her sole discretion and cost, engage the services of a third party mediator to assist in the resolution of the dispute.

#### **Procedure for Grade Appeal:**

1. If a student is dissatisfied with the grade received for a mid-term or final course assessment and can provide evidence that a higher grade is warranted, he/she should discuss with his/her Instructor. The Instructor will reconsider the grade and, if warranted, assign a different grade.
2. If the student is not satisfied with the outcome of his/her appeal to the Instructor, he/she should submit a written appeal to the Senior Education Administrator.
3. The Senior Education Administrator will obtain a copy of the assessment from the Instructor and will have the assessment re-marked by another Instructor.
4. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
5. If the Senior Education Administrator reviews the grade appeal, the grade assigned following the re-mark and review will be final and cannot be appealed further.