

Hanson International Academy		3800
Name of Institution		Institution Number
Dispute Resolution Policy	October 2017	September 2014
Name of Policy	Effective Date	Revision Date

1. This policy governs complaints from students respecting Hanson International Academy and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.
2. All student complaints must be made in writing.
3. 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 Associate Director of Student Services.
4. The process by which the student complaint will be handled is as follows:
 - 4.1 On receiving a formal complaint, the Campus Director or the Associate Director of Student Services will determine if:
 - the allegations fall within this policy;
 - there are any safety risks and health concerns that require immediate attention.
 - 4.2 The decision on whether or not to proceed with formal resolution shall be made by the Campus Director or the Associate Director of Student Services after consultation with the complainant.
 - 4.3 If the decision is not to proceed, the complainant shall be notified in writing and provided with information on his/her rights to appeal this decision as outlined in this policy.
 - 4.4 If the decision is to proceed, the respondent shall be notified within five (5) working days of receipt of the formal complaint.
 - 4.4.1 The respondent shall be provided with details of the complaint and advised of the procedure to be followed in the resolution of the complaint.

4.4.2 An Investigator will then be appointed by Hanson to investigate the complaint while respecting the principles of natural justice and the procedures of any Hanson policy.

4.4.3 The Investigator shall respect the confidentiality of all parties and shall be impartial in the exercise of his/her functions.

4.5 Within fifteen (15) working days of receiving the Investigator's report, Hanson International Academy is to render a decision.

4.6 This decision must be expressed in writing to both the complainant and respondent.

4.7 If the decision or action taken by Hanson does not constitute a disciplinary action as defined by relevant Agreements or Hanson Policy, the appropriate supervisor shall monitor compliance by the respondent. Once satisfied that compliance has been effected, the supervisor shall inform the complainant.

4.8 If disciplinary action is taken and subsequently overturned by a higher authority or by grievance and arbitration procedures, the complainant, and the HR Manager shall be notified.

4.9 This code does not interfere with the rights of members to seek legal counsel.

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

6. 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 (www.privatetraininginstitutions.gov.bc.ca).