

## Dispute Resolution Policy (Greystone College Vancouver)

### Purpose

Greystone College is committed to promptly and equitably resolving all student concerns to the satisfaction of both the student and the College. The purpose of the dispute resolution policy is to give students access to both informal and formal channels through which they can request the review and resolution of a concern if a satisfactory outcome cannot be reached by way of daily problem-solving activities between staff and/or instructors, and students. This policy governs complaints from students respecting Greystone College and any aspect of its operations.

### Scope

The policy applies to all Greystone College Vancouver students who are currently enrolled or were enrolled 30 days prior to the submission of their complaint.

### Policy

Greystone College is dedicated to providing high-quality service and encourages its students to reach out whenever they have concerns or suggestions for improvement. The institution offers an accessible, fair, and straightforward process for students to voice their issues and receive effective, timely, and appropriate responses.

1. When a concern arises, the student should first attempt to address it with the individual or department most directly involved.
2. In the case where a student is unable to achieve a satisfactory resolution using the direct discussion approach, the student must submit a complaint **in writing** to the Director, Greystone College Programs, Vancouver. Should this person be absent or named in the complaint the student must submit the written complaint to the Program Manager.
  - a. The student **must specify in writing that they are initiating a Dispute Resolution Process**, describe their issue clearly and identify the outcome they are seeking.
  - b. The Director, Greystone College Programs will arrange to meet with the student to discuss the concern and desired outcome within five (5) business days of receiving the student's written complaint.
  - c. Following the meeting with the student, the Director, Greystone College Programs, Vancouver will conduct whatever inquiries and/or investigations are necessary and appropriate to determine whether the student's concern is substantiated in whole or in part. This may involve further discussion(s) with the student either individually or with appropriate Greystone College personnel.
  - d. Once completed, a written response including an explanation of the decision and any course of action to be taken will be provided to all involved parties, no later than ten (10) business

days following the receipt of the student’s written complaint. A copy will be placed in the student file.

3. If the complaint remains unresolved, the student may submit a written request for reconsideration to the Director, Greystone College Programs, Toronto within 5 (five) business days of being informed of the decision. Should this person be absent or named in the complaint the student may submit a request for reconsideration to the National Director, Student Services.
  - a. The Director, Greystone College Programs, Toronto will conduct whatever inquiries, investigations or consultations are necessary and appropriate, to determine if the decision will be reconsidered.
  - b. A final written decision will be provided to the student no later than five (5) business days after receiving the request for reconsideration.
  - c. At this point the dispute resolution process will be considered exhausted.

All documentation related to student complaint must be placed in the student file.

The student making a complaint may be represented by an agent or a lawyer. The agent may be anyone, including a friend, family member or another student. Greystone College may also be represented by a third party or lawyer.

Students who make or are otherwise involved in a complaint will not be subject to any form of retaliation by Greystone College at any time.

The institution will provide the reasons for the determination and the reconsideration (if any) to the student within 30 days after the date on which the student made the complaint.

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](http://www.privatetraininginstitutions.gov.bc.ca)) within one year of the date a student completes, is dismissed from, or withdraws from the program.

## Contact Information

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