

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.

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 committed to delivering a high quality of service and encourages its students to communicate with the College any time there is a cause for concern or room for improvement.

The College provides an accessible, fair and straightforward process through which students can raise their concerns and get an effective, timely and appropriate response.

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. 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 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 must advise the Director, Vancouver; National Director, Curriculum and Compliance within 5 (five) business days of being informed of the decision.
 - a. The Director, Vancouver; National Director, Curriculum and Compliance 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.

All complaints must be resolved as soon as possible and no later than thirty (30) calendar days after the complaint is made.

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 retaliation by Greystone College.

Contact Information

- Director, Greystone College Programs: Brad.Johnson@greystonecollege.com
- Program Manager: Irwan.Irwan@greystonecollege.com
- Director, Vancouver; National Director, Curriculum and Compliance; Karyn.McMillan@greystonecollege.com

After having exhausted the dispute resolution process, the student may file a claim with the Private Training Institutions Branch (PTIB) of the Ministry of Post-Secondary Education and Future Skills (www.privatetraininginstitutions.gov.bc.ca) if they are dissatisfied with the determination and have been misled by the institution regarding any significant aspect of an approved program.