

Dispute Resolution & Complaint Policy

Purpose

Greystone College is committed to the fair, timely, and transparent resolution of student concerns and complaints. This Dispute Resolution & Complaint Policy establishes both informal and formal processes through which students may request the review and resolution of a concern when it cannot be satisfactorily resolved through routine discussions with College staff and instructors. This policy applies to complaints made by students regarding **Greystone College Montreal** and any aspect of its programs, services, or operations.

Scope

This policy applies to all students currently enrolled at Greystone College Montreal, as well as former students who submit a complaint within thirty (30) days of their last date of enrolment.

Process

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, students should first attempt to address it with the individual or department most directly involved.
 - a. Anonymous complaints will not be accepted.
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, Montreal. Should this person be absent or named in the complaint the student must submit the written complaint to the Director General, Montreal.
 - 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, or designate, 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, Montreal, or designate, will conduct whatever inquiries and/or investigations are necessary and deemed 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 meeting with the student and the Director, Greystone College Programs, Montreal, or designate.
3. If the complaint remains unresolved, the student may submit a written request for reconsideration to the Director General, Montreal, within five (5) 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, Canada.
 - a. The Director General, Montreal, or designate, 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 ten (10) business days after receiving the request for reconsideration.
 - c. At this point, the dispute resolution process will be considered exhausted. No further appeals or requests for reconsideration will be considered.

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

The student making a complaint may be represented by an agent or a lawyer. A third party or lawyer may also represent Greystone College.

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.

If a student is not satisfied with the outcome of the college's internal complaint process, they may contact appropriate external bodies. These avenues provide students with impartial external options for concerns that cannot be resolved internally.

This includes the Ministère de l'Enseignement supérieur for matters related to program compliance or regulatory obligations, the Office de la protection du consommateur for complaints regarding contracts, fees, or misleading information about services, and, if necessary, civil, or administrative courts for formal legal remedies.

Contact Information

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