This policy governs complaints from students respecting KCCIHS and any aspect of its operations. Students will not be subject to any form of reprisal as a result of filing a complaint.

Recognizing that resolving disputes is a normal function of any institution, it is the aim of this policy to act as a guide, with an eye towards resolution that is open, clear, respectful, timely, fair and consistent. Any members of the academic community who are in dispute are encouraged to utilize the step-by-step process as follows:

1. The complainant shall first attempt to resolve the dispute by speaking to the person against whom they are considering filing a complaint.

2. If they are unable to resolve the issue, a written complaint outlining the grievance, the members involved and a suggested outcome is to be lodged with the Administrator within one year of the discussion in step one.

3. The Administrator will request submissions from all involved parties, which may include witnesses, within seven days of step two. All information will be provided to a review committee.

4. The review committee will conduct an investigation and may set up interviews with the involved parties within seven days of step three. The committee will be comprised of the Academic Dean (TCM, HN), Dr. James Kakulavaram (dean@kootenaycolumbiacollege.com) or Program Coordinator, Lizette Tucker (RMT) (programcoordinator@kootenaycolumbiacollege.com), the Registrar, Lilith Swetland (registrar@kootenaycolumbiacollege.com) and Administrator, Harrison Sinclair (administrator@kootenaycolumbiacollege.com). In certain circumstances, the review committee may include a Student Council Representative. The review committee determines a course of action or resolution within fourteen days of the receipt of submission of step three. The decision of the Review Committee is final.

5. If the Dean, Program Coordinator, Administrator or Registrar are implicated in the dispute, appointed faculty members will be assigned to the committee in their place to avoid a conflict of interest.
6. Summary of Timeline:
   a. Step 2 – 14 days;
   b. Step 3 - 7 days;
   c. Step 4 - 14 days;
   d. All steps - 28 Days (approx. 1 month)

In the case of a student complainant:

The student making the complaint may be represented by an agent or a 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 (PTIB)

http://www.privatetraininginstitutions.gov.bc.ca/