

# Kootenay Columbia College

## of Integrative Health Sciences



### DISPUTE RESOLUTION POLICY

KOOTENAY COLUMBIA COLLEGE OF INTEGRATIVE HEALTH SCIENCES

1365

Name of Institution

Institution Number

**Dispute Resolution Policy**

**August 20, 2017**

**July 7, 2022**

Name of Policy

Effective Date

Revision Date

ACUPUNCTURE / TCM HERBALIST / TCM PRACTITIONER / DOCTOR OF TCM / REGISTERED MASSAGE THERAPY/HOLISTIC NUTRITION

Name of Program

This policy governs complaints from students respecting Kootenay Columbia College of Integrative Health Sciences (KCCIHS) and any aspect of its operations.

A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time.

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.
3. STEP ONE: The Administrator will request submissions from all involved parties, which may include witnesses, within seven days of receiving a written complaint. All information will be provided to a Review Committee.
4. STEP TWO: The Review Committee will conduct an investigation and may set up interviews with the involved parties within seven days of receiving written submissions from all involved parties.

The Review Committee will be composed of:

Academic Dean, Dr. James Kakulavaram ([dean@kootenaycolumbiacollege.com](mailto:dean@kootenaycolumbiacollege.com)) - TCM and HN programs or

Program Coordinator, Lizette Tucker

([programcoordinator@kootenaycolumbiacollege.com](mailto:programcoordinator@kootenaycolumbiacollege.com)) - RMT program; plus

Registrar, Jennifer Garrison ([registrar@kootenaycolumbiacollege.com](mailto:registrar@kootenaycolumbiacollege.com)) and

Administrator, Lilith Swetland ([admin@kootenaycolumbiacollege.com](mailto:admin@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 written submissions from all involved parties.

The decision of the Review Committee will be communicated to the complainant in a written format within 30 days of the date which the student made the complaint. This decision will specify if it is final. If the decision is subject to reconsideration, the steps for the student to request a reconsideration will be outlined in the decision document and include the name and contact information of the person responsible for making the reconsideration and the deadline to request reconsideration.

There will be no fees imposed in relation to the complainant for this dispute resolution process.

5. If the Dean, Program Coordinator, Administrator or Registrar are absent or implicated in the dispute, Veronika Loffelmannova ([amindirector@kootenaycolumbiacollege.com](mailto:amindirector@kootenaycolumbiacollege.com)) will be assigned to the committee in their place.
6. Summary of Timeline:
  - a. Step One – written submissions within 7 days;
  - b. Step 2 - committee meets and reviews case within 14 days of Step One;
  - c. Review Committee determination in writing provided to complainant - within 9 days of Step Two;
7. This process is available for one year following a student's completion of a program, dismissal or withdrawal from a program.
8. A student dissatisfied with the institutions final decision may file a claim with the Private Training Institutions Branch (PTIB) (<http://www.privatetraininginstitutions.gov.bc.ca/>) on the grounds that the institution misled the student regarding a significant aspect of the program. The time limit for filing the claim is one year after the student completes or is dismissed from, or withdraws from the program.
9. The student making a complaint may be represented by an agent or a lawyer.