

DISPUTE RESOLUTION POLICY

KOOTENAY COLUMBIA COLLEGE

Name of Institution

1365

Institution Number

Dispute Resolution Policy

Name of Policy

August 20, 2017

Effective Date

March 15, 2024

Revision Date

ALL KOOTENAY COLUMBIA COLLEGE PROGRAMS

Name of Program

Policy Statement

This policy governs complaints from students respecting Kootenay Columbia College (KCC) 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.

Student complaints must be made in writing. All complaints must be submitted with the College within 30 days of the date of the occurrence.

Procedure

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 and informing all parties involved in the dispute to come to a resolution.
2. If they are unable to resolve the dispute, a written complaint outlining the grievance, the members involved and a suggested outcome is to be lodged with the Administrator, Lilith Swetland via email. If the complaint is towards the Administrator, the complaint will be addressed by Dean, SK Holma.
3. STEP ONE: The Administrator will review all information submitted, and may request additional information and submissions from all involved parties, and will provide a decision within 12 days of receiving the complaint. The decision will be communicated to the complainant in a written format.

4. STEP TWO: If the complainant is dissatisfied with the decision, they may request a reconsideration within 4 days of receiving the decision. This decision will specify if it is final. The Dispute Resolution Review Committee will review all documents and may set up a meeting involving all parties.

The Dispute Resolution Review Committee will be composed of Dean, SK Holma, Administrator, Lilith Swetland, and Admin Director, Veronika Loffelmannova. The Review Committee may request for additional information and documentation.

The decision of The Dispute Resolution Review Committee will be delivered within 14 days of receiving the request of reconsideration. The decision of The Dispute Resolution Review Committee will be final.

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

Contact information:

Dean, SK Holma (dean@kootenaycolumbiacollege.com)

Admin Director, Veronika Loffelmannova (admindirector@kootenaycolumbiacollege.com)

Administrator, Lilith Swetland (admin@kootenaycolumbiacollege.com).

5. If the Dean, Admin Director, or Administrator are all absent or named in the dispute, the Registrar, Hailey Budway (registrar@kootenaycolumbiacollege.com) will be assigned to the committee in their place.
6. 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.
7. The student making a complaint may be represented by an agent or a lawyer.