

## DISPUTE RESOLUTION POLICY

KOOTENAY COLUMBIA COLLEGE

Name of Institution

1365

Institution Number

Dispute Resolution Policy

Name of Policy

August 20, 2017

Effective Date

December 30, 2024

Revision Date

ALL KOOTENAY COLUMBIA COLLEGE PROGRAMS

Name of Program

### Policy Statement

1. 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 toward open, transparent, respectful, timely, fair and consistent resolution.

This policy governs complaints from students respecting **Kootenay Columbia College (KCC)** and any aspect of its operations.

2. 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.
3. The process by which the student complaint will be handled is as follows:
  - Student complaints must be submitted in writing to the College within 30 days of the occurrence.
  - The complainant shall first attempt to resolve the dispute by speaking to and informing all parties involved to come to a resolution.
  - If they cannot resolve the dispute via email, a written complaint outlining the grievance, the members involved, and a suggested outcome should be sent to the Regional Director, Dr. Unnati Hunjan. If the complaint is directed at the Regional Director, then Administrator - Student Services and Campus Operations Melanie Lomuntad will address it.
  - **STEP ONE:** The Regional Director will review all information submitted and may request additional information and submissions from all involved parties. The Regional Director will provide a written decision within 15 days of receiving the complaint and will communicate the decision to the complainant in writing.
  - **STEP TWO:** If the complainant is dissatisfied with the decision, they may request a reconsideration within 4 days of receiving it. This decision will specify whether 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 comprise the Regional Director, the Administrator - Academic Services and Campus Operations and the Senior Administrator. The Review Committee may request additional information and documentation.
- The decision of The Dispute Resolution Review Committee will be delivered within 10 days of receiving the request for reconsideration. The reasons for the determination will be included in the determination letter. 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.
- If the Regional Director, Program Manager or Senior Administrator are all absent or named in the dispute, the Registrar will be assigned to the committee in their place.
- **Contact information:**

Regional Director, Dr. Unnati Hunjan ([unnati@kootenaycolumbiacollege.com](mailto:unnati@kootenaycolumbiacollege.com) )

Administrator - Academic Services and Campus Operations, Melanie Lomuntad ([melanie@kootenaycolumbiacollege.com](mailto:melanie@kootenaycolumbiacollege.com))

Senior Administrator & Student Supports, Lilith Swetland ([admin@kootenaycolumbiacollege.com](mailto:admin@kootenaycolumbiacollege.com))

Registrar, Hailey Budway ([registrar@kootenaycolumbiacollege.com](mailto:registrar@kootenaycolumbiacollege.com))

- A student dissatisfied with the institution's final decision may file a claim with the Private Training Institutions Regulatory Unit (PTIRU) (<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.

4. The student making a complaint may be represented by an agent or a lawyer.