

## Dispute Resolution Policy

**Kootenay Columbia College**  
*Name of Institution*

**1365**  
*Institution Number*

**Dispute Resolution Policy**  
*Name of Policy*

**August 20, 2017**  
*Effective Date*

**April 14th, 2026**  
*Revision Date*

### POLICY STATEMENT

1. This policy governs complaints from students regarding Kootenay Columbia College (KCC) and any aspect of its operations. 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 open, transparent, respectful, timely, fair, and consistent resolution.
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's 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 communicating with 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 **Vice President, Academics & Operations**, Dr. Unnati Hunjan. If the complaint is directed at the **Vice President, Academics & Operations**, then the **Operations Coordinator**, Aziz Dhillon, will address it.

**STEP ONE:** The **Vice President, Academics & Operations** will review all information submitted and may request additional information and submissions from all involved parties. The **Vice President, Academics & Operations** 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.

4. The Dispute Resolution Review Committee will comprise the **Vice President, Academics & Operations**, the **Operations Coordinator**, and the **Student Support Coordinator**. 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.
5. There will be no fees imposed on the complainant for this dispute resolution process.
6. If the **Vice President, Academics & Operations, Operations Coordinator**, or **Student Support Coordinator** is absent or named in the dispute, the **Assistant Registrar** will be assigned to the committee in their place.
7. 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, is dismissed from, or withdraws from the program.
8. The student making a complaint may be represented by an agent or a lawyer.

**Contact information:**

**Vice President, Academics & Operations**, Dr. Unnati Hunjan;  
[unnati@kootenaycolumbiacollege.com](mailto:unnati@kootenaycolumbiacollege.com)

**Operations Coordinator**, Aziz Dhillon;  
[a.dhillon@kootenaycolumbiacollege.com](mailto:a.dhillon@kootenaycolumbiacollege.com)

**Student Services Coordinator**, Arthy Rosaline Gnanaprakasam;  
[studentsupport@kootenaycolumbiacollege.com](mailto:studentsupport@kootenaycolumbiacollege.com)

**Assistant Registrar**, Ravini Withanage;  
[registrar@kootenaycolumbiacollege.com](mailto:registrar@kootenaycolumbiacollege.com)