



EAST WEST COLLEGE

210-1610 Robson St, Vancouver V6G1C7

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Dispute Resolution Policy

East West College

Name of Institution

04373

Institution Number

Dispute Resolution Policy

Name of Policy

September 1, 2021

Effective Date

Revision Date

1. This policy governs complaints from students respecting **East West College** 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 made in writing.
 - (1) The student must provide the written complaint to the Director of Student Affairs/Program Director who is responsible for making determinations in respect of complaints. If the Director of Student Affairs/Program Director is absent or is named in a complaint, the student must provide the complaint to the Senior Education Administrator. (2) Director of Student Affairs will arrange to meet with the student to discuss the concern and desired resolution within 5 school days of receiving the student's written concern, or as soon as practicable. (3) Following the meeting with the student, the Director of Student Affairs will conduct whatever esquire and/ or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate (institution's) personnel. (4) The necessary inquiries and/or investigations shall be completed no later than 10 schooldays following the receipt of the student's written concerns. The Director of Student Affairs will do one of the following within 10days of receiving the student's written complaint: a) Determine That the student's

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concerns are not substantiated; or b) Determine That the student's concerns are substantiated in whole or in part; c) Determine That the student's concerns are frivolous and vexatious. The student and the institution's personnel involved shall receive a written summary of the above determination. A copy of all documentation relating to every student's complaint should be signed by all parties. A copy shall be given to the student, a copy will be placed in the school's Student Conduct File, and the original will be placed in the student file. (5) If it has been determined that the Student's concerns are substantiated in whole or in part the Director of Student Affairs shall include a proposed resolution of the substantiated concern(s). (6) If the student is not satisfied with the determination of the Director of Student Affairs, student must advise the Senior Educational Administrator within 48 hours of being informed of the determination. The Senior Educational Administrator will review the matter and meet with the student within 5 school days. (7) The Senior Educational Administrator shall either confirm or vary the determination of the Director of student affairs. At this point, the School's Dispute Resolution Process will be considered exhausted.

- The process must include a maximum of 2 steps and provide the name, title and email of the individual responsible for making the initial determination and, if applicable, the name, title and email of the individual responsible for the reconsideration. It should also include the name, title and email of the individual(s) making a determination if that person is absent or named in the complaint.
- The institution must provide the reasons for the determination and the reconsideration (if any) to the student within 30 days after the date on which the student made the complaint.
- The written reasons will advise a student, that if the student is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Branch (PTIB) (www.privatetraininginstitutions.gov.bc.ca). Complaints must be filed with

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PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.]

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