

DISPUTE RESOLUTION POLICY**Table of Contents**

1.0 – Policy Statement**Policy Information & Responsibilities**

Policy No:	G-08
Approved by:	Vice President, BC
Approval Date:	June 01, 2018
Amendment Date:	July 09, 2021
Executive Responsible:	Associate Director, Student Services
Administrator Responsible:	Associate Director, Student Services
Date of Last Review:	July 09, 2021
Next Review:	July, 2022

Revision Dates

September 29, 2020 – Updated policy format
July 09, 2021 – PTIB required update

Karlo Avenido

Karlo Avenido – Associate Director, Student Services

Policy Statement

1. This policy governs complaints from students respecting Hanson College BC and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.
2. All student complaints must be made in writing.
3. The student must provide the written complaint to the Student Services Department by emailing studentservicesBC@hansoncollege.com. The complaint is then forwarded to the following individuals/investigators for initial and final determination:

Name	Title	Email Address
Karlo Avenido	Associate Director, Student Services	karlo.avenido@hansoncollege.com
Peter Rehor, PhD	VP, Academics/Interim VP, BC Campus	peter.rehor@hansoncollege.com

4. The Process by which the student complaint will be handled is as follows:
 - 4.1. On receiving a formal complaint, the Associate Director, Student Services or Vice President, Academics will determine if:
 - the allegations fall within this policy;
 - there are any safety risks and health concerns that require immediate attention.
 - 4.2. **Step 1: Informal Resolution.** The decision on whether to proceed with formal investigation and resolution shall be made by the Associate Director, Student Services after consultation with the complainant.
 - If the decision is not to proceed, the complainant shall be notified in writing and provided with information on his/her rights to appeal this decision as outlined in this policy.
 - 4.3. **Step 2: Formal Investigation.** If the decision is to proceed, the respondent shall be notified within five (5) working days of receipt of the formal complaint.
 - 4.4.1. The respondent shall be provided with details of the complaint and advised of the procedure to be followed in the resolution of the complaint.
 - 4.4.2. An Investigator(s) will then investigate the complaint while respecting the principles of natural justice and the procedures of any Hanson policy.
 - 4.4.3. The Investigator(s) shall respect the confidentiality of all parties and shall be impartial in the exercise of his/her functions.
 - 4.4. Within fifteen (15) working days of receiving the Investigator's report, Hanson College BC is to render a decision.
 - 4.5. This decision must be expressed in writing to both the complainant and respondent.

- 4.6.** If the decision or action taken by Hanson does not constitute a disciplinary action as defined by relevant Agreements or Hanson Policy, the appropriate supervisor shall monitor compliance by the respondent. Once satisfied that compliance has been effected, the supervisor shall inform the complainant.
- 4.7.** If disciplinary action is taken and subsequently overturned by a higher authority or by grievance and arbitration procedures, the complainant, and the HR Manager shall be notified.
- 4.8.** This code does not interfere with the rights of members to seek legal counsel.
- 5.** The student making the complaint may be represented by an agent or a lawyer.
- 6.** If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch (www.privatetraininginstitutions.gov.bc.ca). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.