

DISPUTE RESOLUTION POLICY

Table of Contents

1.0 – Policy Statement

Policy Information & Responsibilities

Policy No: G-08

Approved by: President

Approval Date: June 01, 2018

Amendment Date: August 19, 2022

Executive Responsible: Director,
Student Services

Administrator Responsible: Director,
Student Services

Date of Last Review: August 19, 2022

Next Review: August 2023

Revision Dates

September 29, 2020 – Updated policy
format July 09, 2021 – PTIB required update
August 19, 2022 – Contacts update

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
Chris Velasco	President, Hanson College	chris.velasco@hansoncollege.com
Henriette Do	Senior Manager, Learner Experience	henriette.do@hansoncollege.com

4. The Process by which the student complaint will be handled is as follows:
 - 4.1. On receiving a formal complaint, the Director, Student Services/Designate or President, Hanson College 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 Director, Student Services/ Designate 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.

