

DISPUTE RESOLUTION POLICY

Policy Statement

This policy addresses complaints from students regarding Hanson College and any aspect of its operations. Students are assured that they will not face any form of retaliation for submitting a complaint. All complaints must be submitted in writing. Students should send their written complaint to the Student Services Department at studentservicesBC@hansoncollege.com. The complaint will then be directed to the appropriate individuals/investigators for initial review and final determination.

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The Process by which the student complaint will be handled is as follows:

On receiving a formal complaint, the Director, Student Services/Designate, or President, of Hanson College will determine if:

- The allegations fall within this policy.
- There are any safety risks and health concerns that require immediate attention.

Step 1: Informal Resolution

The decision on whether to proceed with formal investigation and resolution shall be made by the Academic Administrator, 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 against this decision as outlined in this policy.

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:

- The respondent shall be provided with details of the complaint and advised of the procedure to be followed in the resolution of the complaint.
- An Investigator(s) will then investigate the complaint while respecting the principles of natural justice

and the procedures of any Hanson policy.

- The Investigator(s) shall respect the confidentiality of all parties and shall be impartial in the exercise of his/her functions.

Within fifteen (15) working days of receiving the Investigator's report, Hanson College is to render a decision:

- This decision must be expressed in writing to both the complainant and respondent.
- 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.
- 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.
- This code does not interfere with the rights of members to seek legal counsel.

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

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.