



DISPUTE RESOLUTION POLICY

1. This policy governs complaints from students respecting Excel Career 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. Student complaints must be made in writing. All complaints must be submitted with the College within 30 days from the date of the occurrence.
4. A complaint will be handled from initiation through the final resolution as follows:
 - You must attempt to resolve your concern directly with the involved party(ies) diplomatically and professionally. If you feel your complaint has not arrived at a resolution at this step, the following steps will apply:
 - **Step 1.** A written complaint outlining the grievance, the members involved, and a suggested outcome should be provided, in writing, to the Student Services Manager, Lucas Spada via email at studentsupport@excelcareercollege.ca . If the Student Services Manager is absent or named in the complaint, the individual responsible for making the determination in respect of the student complaint is the Chief Operating Officer, Carrie-lynn Hicks (carrie-lynn@excelcareercollege.com). In the absence of the Chief Operating Officer, the Vice President of Academic Affairs, Rob Fahlman will step in (rob.fahlman@excelcareercollege.com).
 - **Step 2.** The Student Services Manager will arrange to meet with the student to discuss the concern, gather information pertaining to the complaint and discuss desired resolution. This meeting will be within seven (7) days of the date from which the complaint was received in writing. All information gathered during the meeting will be reviewed and additional information and submissions from all involved parties may be requested.
 - **Step 3.** Following the meeting with the student, the Student Services Manager will conduct inquiries and/or investigations as 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 Excel personnel and shall be completed no later than seventeen (17) days of the date from which the complaint was received in writing.
 - **Step 4.** The Student Services Manager will provide a determination in respect of the student complaint, within six (6) days:
 - Determine that the student's concerns are not substantiated;



- Determine that the student's concerns are substantiated in whole or in part

The student and the party(ies) involved will receive a written summary of the above determination. If it has been determined that the student's concerns are substantiated in whole or in part, the Student Services Manager shall include a proposed resolution of the substantiated concern(s). The written reasons will advise the student, that if the student is dissatisfied with the determination, and believes they have been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Branch (PTIRU) (www.privatetraininginstitutions.gov.bc.ca). Complaints must be filed with PTIRU within one year of the date a student completes, is dismissed from, or withdraws from the program.

A copy of the determination shall be given to the student and placed in the student file.

- **Step 5.** If the student is not satisfied with the determination of the Student Services Manager, the student must request a reconsideration to the Chief Operating Officer within two (2) days of receiving the determination. If the Chief Operating Officer is absent or named in the complaint, the Vice President of Academic Affairs will be responsible for the reconsideration.

The Chief Operating Officer will review the matter and provide reasons for the reconsideration of the determination, if any, in writing within four (4) days. At this point, the College's Dispute Resolution process will be considered exhausted.

The Chief Operating Officer or Vice President of Academic Affairs may—at their sole discretion and cost— engage the services of a third-party mediator to assist in the resolution of the dispute.

The student making the complaint may be represented by an agent or lawyer, at their own expense.