



INTERNATIONAL STUDENT COMPLAINT RESOLUTION POLICY AND PROCEDURE

This Policy establishes a formal process for receiving, reviewing, and resolving complaints made by international students at Excel Career College. The college is committed to addressing complaints fairly, transparently, and on time, in keeping with Education Quality Assurance (EQA) expectations and applicable legal obligations.

Excel Career College is committed to providing a supportive and inclusive environment for all students. This Policy applies to complaints related to academic and administrative matters, student support services, misleading information provided by education agents, and harassment or discrimination based on protected grounds under the BC Human Rights Code.

SCOPE

This Policy applies to:

- all international students of Excel Career College; and
- complaints related to:
 - Academic matters;
 - Administrative matters;
 - Student support services;
 - Misleading information provided by education agents; and
 - Harassment or discrimination based on protected grounds under the BC Human Rights Code.

GUIDING PRINCIPLES

Excel Career College is committed to the following principles in handling complaints:

- **Fairness:** All complaints will be reviewed impartially and without bias.
- **Transparency:** Students will be informed of the process, timelines, and outcomes at each stage.
- **Confidentiality:** Complaints will be handled with strict confidentiality, and information will only be shared on a need-to-know basis.
- **Non-Retaliation:** Students will not face retaliation for raising complaints in good faith.
- **Accessibility:** The complaint process will be free of charge and easily accessible to all international students.



COMPLAINT RESOLUTION PROCESS

Stage 1: Informal resolution

Students are encouraged, where appropriate, to resolve concerns informally by discussing the matter with the relevant individual, department, or service area (e.g. fellow student, instructor, staff member, or education agent). If the issue is not resolved informally, the student may seek assistance through the formal complaint submission process.

Stage 2: Formal Complaint Submission

If the complaint is not resolved informally, the student may submit a formal written complaint via email to the **Campus Operations Lead, Lucas Spada (operations@excelcareercollege.com)**. In the absence of the Student Services Coordinator, the complaint may be directed to the **Administrative Manager (sukhmani@excelcareercollege.com)**.

The written complaint should include the student's full name, student number, and contact information, together with a clear description of the complaint, including relevant dates, individuals involved, any supporting documents or evidence, and the resolution being sought

Stage 3: Review and Determination

The Campus Operations Lead may arrange to meet with the student(s) to discuss the concern, gather information pertaining to the complaint, and discuss the desired resolution. This meeting will be within seven (7) business 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 parties involved may be requested.

Following the meeting with the student, the Campus Operations Lead 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 ECC personnel, and shall be completed no later than seventeen (17) business days after the date from which the complaint was received in writing.

The Campus Operations Lead 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(s) 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 Campus Operations Lead will include a proposed resolution of the substantiated concerns.



Stage 4: Appeal Process

If the student is not satisfied with the determination of the Campus Operations Lead, the student may request reconsideration to the Administrative Manager (sukhmani@excelcareercollege.com), in writing, within two (2) business days of receiving the determination.

The Administrative Manager will review the matter and provide reasons for the reconsideration of the determination, if any, in writing within four (4) business days. At this point, the College's International Student Complaint Resolution process will be considered exhausted.

The Administrative Manager may engage the services of a third-party mediator to assist in the resolution of the dispute. This would not result in any cost to the student.

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

Stage 5: External Resolution

If the complaint remains unresolved after the College's internal process has been exhausted, the student may escalate the matter to external bodies, such as:

- The Private Training Institutions Regulatory Unit (PTIRU) for academic or administrative complaints.
- The BC Human Rights Tribunal for complaints related to discrimination or harassment.

NATURE OF COMPLAINTS AND RESOLUTION PATHWAYS

Academic Matters

If a student disagrees with a grade received on an assignment or test, they must submit a written explanation of their concerns to the instructor who assigned the grade within five (5) days of receiving it. This explanation should outline the reasons for contesting the grade and include any relevant supporting evidence the student wishes to have considered. It is important to note that grades will not be changed due to personal circumstances or unauthorized leaves.

The instructor will review or reassess the assignment/test based on its grading criteria and provide the student with a written response. This response will explain the reasoning behind the initial grade as well as any adjustments made, if applicable. Instructors are required to issue their decision within three (3) business days of receiving the student's appeal request.

If the student remains dissatisfied with the instructor's decision, they may escalate the appeal by submitting a formal written request via email, along with all supporting documents, to the Vice President of Academic Affairs, Rob Fahlman (rob.fahlman@excelcareercollege.com) within three (3) business days.

Once the appeal is received, the Vice President of Academic Affairs will arrange a meeting with the student to review the original assignment/test, along with all relevant documentation, including the instructor's written response. They may also consult with the instructor to reassess the assignment/test.



The final decision, determined by the Vice President of Academic Affairs, will be communicated to the student in writing within three (3) business days of receiving the formal appeal. This decision is conclusive and cannot be further contested.

Administrative Matters

This policy applies to complaints related to:

- Course delivery, curriculum content, or faculty conduct.
- Admissions, registration, and student record issues.
- Tuition fees, refunds, and financial disputes.

All Administrative complaints should first be directed to the Vice President of Academic Affairs, Rob Fahlman (rob.fahlman@excelcareercollege.com), and the Finance Officer, Vandana Sood (accounts@excelcareercollege.com), for initial resolution

If unresolved, the student may submit a formal complaint to the Campus Operations Lead, Lucas Spada (operations@excelcareercollege.com).

Student Support Services

This policy applies to complaints related to:

- Accessibility services and accommodations.
- Academic advising, counselling, and career services.
- Housing, financial aid, and scholarships.
- Campus resources, including the library, IT support, and facilities
- Housing guidance or settlement support, where provided by the College.

These complaints should first be directed to **Student Services**.

Misleading Information Provided by Education Agents

This includes complaints regarding:

- Misleading or inaccurate information about programs, fees or admissions requirements.
- Misrepresentation of institutional policies or post-graduation opportunities;
- Unethical or fraudulent recruitment practices.

Complaints related to misleading information provided by education agents should be directed to the Administrative Manager for investigation. If substantiated, ECC may take corrective actions, such as review or termination of the agent's relationship.



Harassment and Discrimination

This includes complaints related to:

- Harassment, bullying, or discrimination based on protected grounds under the BC Human Rights Code (e.g., race, religion, gender, sexual orientation, disability);
- Complaints related to harassment or discrimination should be reported to the Campus Operations Lead or Administrative Manager.
- Immediate safety concerns should be reported to Campus Administration or 911.

CONFIDENTIALITY AND NON-RETALIATION

All complaints will be handled with strict confidentiality, and information will only be shared with individuals directly involved in the resolution process.

Excel Career College prohibits any form of retaliation against students who file complaints in good faith. Students may be represented by an agent or lawyer at their own expense.

RECORD-KEEPING

All complaints and their resolutions will be documented, and a copy will be added to the student's file.

Records may include:

- Date the complaint was raised;
- Name of the complainant;
- Nature of the complaint;
- Steps taken to resolve the complaint;
- Outcome of the complaint.

RELATED POLICIES AND DOCUMENTS

- Dispute Resolution Policy
- Grade Appeal Policy
- Respectful and Fair Treatment of Students Policy
- Harassment & Anti-Racism Policy
- Sexual Misconduct Policy
- Dismissal Policy
- Student Handbook

CONTACT INFORMATION

- **Student Services** - studentsupport@excelcareercollege.com
- **Campus Operations Lead** - operations@excelcareercollege.com
- **Vice President, Academic Affairs** - rob.fahlman@excelcareercollege.com