

## 37.0 STUDENT DISPUTE RESOLUTION POLICY

Last Reviewed: December 2021, Last Revised: August 2021

This policy applies to all complaints from students with respect to the West Coast College of Massage Therapy and any aspect of its operations.

Under no circumstance will a student be subject to any form of penalty or retaliation as a result of filing a complaint with the College.

1. The Colleges' Management Committee deals with student complaints forwarded to the College. This Committee consists of the Director of Operations (Chair), Director of Compliance, Senior Educational Administrator, Student Services Coordinator, Curriculum Coordinator, Practical Education Advisor, Clinic Administrators, Accounting Coordinator, Admissions Coordinator and the Marketing and Admissions Operations Officer. In the event that the person who is the subject of a complaint is a member of the Management Committee, that person will be temporarily replaced until that particular complaint has been resolved.
2. All complaints must be presented in writing to the Management Committee utilizing the Student Complaint Form (on the following page) provided by the College for this purpose and forwarded to the Chair of the Management Committee (Director of Operations ). In the event that the Director of Operations is absent or is named in a complaint, the student must provide their written complaint to the Senior Educational Administrator.
3. The complaint will be reviewed by the Chair (Director of Operations ) of the Management Committee who will determine if the complaint meets the condition of valid grounds. If it fails to do so the person submitting the complaint will be notified in writing within 24 hours that this is the case and reasons provided in the written communication for this determination. In the event that the person who is the subject of the complaint is the Chair (Director of Operations ) the complaint will be reviewed by the Senior Educational Administrator.
4. Should the complaint provided meet the criteria of valid grounds the appeal will proceed to the Management Committee and a meeting with the Management committee will be scheduled for as for as soon as reasonably possible. But in no instance will this be more than two weeks later than the submission of the complaint.
5. The Management Committee will gather any relevant information or facts the Committee may require and conduct whatever further investigation of the circumstances concerning the complaint that may be deemed necessary to adjudicate it.
6. The person or persons presenting the complaint will have an opportunity to personally present their complaint to the Management Committee and to address any questions or inquiries of the Management Committee regarding the complaint.
7. He or she will be advised that they may be represented by an agent or a lawyer.

8. The Management Committee will consider all the facts and information pertaining to the complaint and will reach a decision by consensus vote on the outcome of the complaint.
9. The person presenting the complaint will be informed of the Management Committee's decision and rationale for this decision verbally in person at the Management Committee meeting.
10. The decision of the Management Committee including the reasons for the determination will be provided to the student in writing within 30 days after the date on which the student made the complaint.
11. The decision of the Management Committee is final and binding on all parties at the College level.
12. If the student is dissatisfied with the determination and believes they have been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with PTIB.