

30.0 STUDENT DISPUTE RESOLUTION POLICY

Last Reviewed: December 2021, Last Revised: January 2022

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 College's Management Committee deals with student complaints forwarded to the College. The Management Committee consists of: Cidalia Paiva, Director of Compliance, (cidaliap@collegeofmassage.com), Nicole Freesman, Executive Director/SEA, (nicolef@collegeofmassage.com), Maria Clemente, Director of Operations, New Westminster (mclemente@collegeofmassage.com), Amy Van Sickle, Curriculum Coordinator, New Westminster (vansicklea@collegeofmassage.com), Navdipak Kaur, Student Services Coordinator (studentservices@collegeofmassage.com), Keith Bootsma, Practical Education Advisor (bootsmak@collegeofmassage.com), Debbie Lizee, Clinic Administrator, Scheduling and Logistics (debbie@collegeofmassage.com), Cecile Pama, Clinic Administrator, Internal & External Relations (cecile@collegeofmassage.com), Alona Besan, Admissions Coordinator (admissions@collegeofmassage.com), Michelle Falgate, Marketing Coordinator (marketing@collegeofmassage.com). In the event that the person who is the subject of a complaint is a member of the Management Committee which deals with complaints, 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 Grievance and Dispute Resolution Form(s) provided by the College for this purpose and forwarded to the Director of Compliance. In the event that the Director of Compliance is absent or is named in the complaint, the student must provide their written complaint to the Executive Director/SEA.
3. The complaint will be reviewed by the Director of Compliance 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 Director of Compliance the complaint will be reviewed by the Executive Director/SEA.
4. Should the complaint provided meet the criteria of valid grounds the complaint will proceed to a meeting of the Management Committee. The Management Committee meeting will be scheduled 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 Director of Compliance 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 for the Committee's adjudication of this complaint.

6. The person or persons presenting the complaint will have an opportunity at the Management Committee meeting to personally present their complaint to the Committee and to address any questions or inquiries of the Committee regarding the complaint.
7. He or she will be advised that they may be represented by an agent or a lawyer at the Management Committee meeting.
8. The Committee will consider all the facts and information pertaining to the complaint presented at the Management Committee meeting 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 Committee's decision and rationale for this decision verbally, in person, at the Management Committee meeting.
10. The decision of the Committee, including the reasons for the determination, will also 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 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 WCCMT regarding any significant aspect of that program, he or she may file a complaint with PTIB (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.