

Academic and Non-Academic Dispute Resolution Policy

Guildford College	ID-04470
Name of Institution	Institution Number
Dispute Resolution Policy	Nov. 28, 2024
Name of Policy	Implementation Date
	Nov. 28, 2024
	Effective Date
	October 1 st , 2025
	Revision Date

Purpose

The Guildford College Dispute Resolution Policy provides a structured framework for addressing and resolving both academic and non-academic disputes raised by current and prospective students. Through a clear three-step escalation process managed by key college personnel (Instructors/Practicum Coordinator, Director of Operations, Senior Education Administrator, and President), the policy ensures fair, transparent, and timely resolution of student concerns. It outlines specific documentation requirements, timelines for each step, communication methods, and possible outcomes while offering student support resources and accommodations throughout the process. This comprehensive approach maintains educational quality, protects student rights, and promotes continuous improvement of college operations through systematic dispute resolution and record-keeping.



Academic Disputes

Step 1:

- Student discusses issue with Instructor within 5 business days of incident
- For practicum issues, student first meets with Practicum Coordinator
- Documentation required: Written summary of discussion and outcome
- Instructor/Coordinator must respond within 3 business days

Step 2: If unresolved, student submits written complaint to Senior Education Administrator within 5 business days

- Must include details of incident and previous resolution attempts
 - Incident details
 - Previous resolution attempts
 - Supporting evidence
 - Desired outcome
- Senior Education Administrator investigates and responds within 10 business days

Step 3: If still unresolved, student may appeal to President within 5 business days

- President reviews case and provides final decision within 10 business days
- Must provide new evidence or procedural concerns
- President's decision is final and binding



Non-Academic Disputes

Step 1: Student submits written complaint to Director of Operations within 5 business days of incident. Must include:

- Specific details
- Evidence
- Desired outcome
- Impact statement
- Director investigates and responds within 10 business days
- May conduct interviews or gather additional evidence
- Written response includes proposed resolution

Step 2: If unresolved, student may appeal to Senior Education Administrator within 5 business days

- Must justify why Director's decision was insufficient
- May include conflict resolution meeting
- Senior Education Administrator reviews case and responds within 10 business days

Step 3: If still unresolved, final appeal to President within 5 business days

- President reviews complete case with all documentation
- Decision within 10 business days
- President's decision is final and binding with implementation plan



General Guidelines

1. Documentation Requirements

- All communications must be in writing
- Include dates, times, locations
- Attach relevant evidence
- Keep copies of all submissions
- Use official college complaint forms

2. Students must:

- Follow process steps in order
- Meet all deadlines
- Maintain professional communication
- Keep copies of all documentation

3. Group Complaints

- Designate one spokesperson
- Each student must sign complaint
- Individual impacts must be documented
- Group meetings may be arranged

4. Urgent Disputes

- Safety issues addressed immediately
- Contact Director of Operations directly
- Temporary measures may be implemented
- Regular process follows immediate response



5. Student Support

- Access to student advocates
- Language support if needed
- Accommodation for disabilities
- Right to bring support person to meetings

6. Communication Methods

- Official college email required
- Receipt confirmation provided
- Meetings documented with minutes
- Decisions provided in writing

7. Timeline Extensions

- Must request in writing
- Valid reasons: illness, emergency, complex investigation
- Maximum 5-day extension per step
- Approved by reviewing authority

8. Staff Responsibilities

President:

- Final decision authority
- Policy oversight
- System-wide improvements
- Binding decisions



Senior Education Administrator:

- Academic case review
- Policy interpretation
- Resolution facilitation
- Documentation review

Director of Operations:

- Non-academic case management
- Investigation coordination
- Resolution implementation
- Record keeping

Instructors:

- Initial dispute resolution
- Documentation provision
- Process participation
- Student support

Practicum Coordinator:

- Field-based dispute management
- Site liaison
- Resolution facilitation
- Documentation



9. Possible Outcomes

- Policy/procedure changes
- Grade adjustments
- Financial compensation
- Formal apology
- Corrective actions
- Process improvements

10. Records and Reporting

- Cases logged in secure system
- Annual review of patterns
- Statistical reporting
- Privacy protection
- Seven-year retention
