

## Dispute Resolution Policy

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|------------------------------|---------------------|--------------------|
| Guildford College            |                     | ID-04470           |
| Name of Institution          |                     | Institution Number |
| Dispute Resolution<br>Policy | Jan. 28, 2025       | Jan. 28, 2025      |
| Name of Policy               | Implementation Date | Effective Date     |
|                              |                     | October 01, 2026   |
|                              |                     | Revision Date      |

### Guildford College Dispute Resolution Policy

#### 1. Purpose

This policy aims to resolve concerns related to education delivery, administrative issues, or financial disputes in a fair, impartial, and transparent manner. Complaints related to academic outcomes should be addressed under the College's *Appeal Policy* and are not covered by this Dispute Resolution Policy. Please note that complaints regarding issues that occurred more than one year prior to the complaint submission will not be considered under this policy.

Students have the right to make a claim under section 23(1)(b) of the Private Training Act and the time within which a claim must be made.

#### 2. Non-retaliation

Guildford College strictly prohibits any form of retaliation against students who make complaints or participate in the dispute resolution process.



### 3. Complaint Handling Process

#### Informal Resolution

- Students are encouraged to raise concerns as early as possible through informal avenues. These may include end-of-course evaluations, and small group check-ins.
- Students may approach any relevant Guildford College Official to address the concern informally. This may involve meeting with the appropriate staff member or educational administrator. Contact details for the relevant officials can be obtained from the college website or directly from the Director of Operations.

#### Formal Complaint Submission

##### Stage I:

- If the issue is not resolved informally, students must submit a formal written complaint (via email) to the Director of Operations, reachable at [doo@guildfordcollege.com](mailto:doo@guildfordcollege.com), within 30 days of the incident. The complaint should include a clear description of the issue, the desired outcome, and supporting documentation, if applicable.
- The Director of Operations will review the complaint, investigate the issue, and discuss possible resolutions. The Director of Operations will provide the student with a written response within 10 business days, including the reasons for the decision.
- In the absence of the Director of Operations, the head of Health Faculty, reachable at [huc@guildfordcollege.com](mailto:huc@guildfordcollege.com) will cover his role until his return.



## Stage II: Appeal of Director of Operations' Resolution

- If the student is dissatisfied with the resolution provided by the Director of Operations, they may appeal the decision by submitting a written complaint to the College's President/Senior Educational Administrator, reachable at [sea@guildfordcollege.com](mailto:sea@guildfordcollege.com) , within 5 business days of receiving the Director's response.
- The President/SEA will review the evidence, including the Director of Operations' decision and any additional information provided. The President/SEA may request further meetings or documentation to fully assess the situation.
- A final written decision, including reasons for the determination, will be provided to the student and Director of Operations within 10 business days of the appeal submission. If the student is not satisfied with the decision, they may file a complaint with the Private Training Institutions Regulatory Unit (PTIRU) at [www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca).

## 4. Representation

At any stage of the dispute resolution process, students may choose to be represented by an agent or lawyer.

## 5. Timeline for Resolution

Guildford College aims to resolve student complaints within 30 days of receiving the written complaint.

## 6. Record Keeping

All communications, documentation, and evidence related to the complaint will be maintained in the Guildford College Disputes file. Copies of the documents will also be placed in the student's personal file.

## 7. Application

This policy applies to all students currently enrolled or those who were enrolled within one year of filing the dispute.



## 8. External Appeal

If a student is dissatisfied with the determination made through the internal dispute resolution process and believes they were misled by Guildford College regarding any significant aspect of their program, they may file a complaint with the Private Training Institutions Regulatory Unit (PTIRU) within one year of completing, withdrawing from, or being dismissed from the program.



## STUDENT COMPLAINT PROCEDURES

### Formal Written Complaint

Name: \_\_\_\_\_  
Email: \_\_\_\_\_  
Date: \_\_\_\_\_

Student number: \_\_\_\_\_  
Phone number: \_\_\_\_\_  
Student Program: \_\_\_\_\_  
\_\_\_\_\_

This complaint is being submitted in accordance with Guildford College's Student Complaint

Procedures.

Nature of the complaint:

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Date of incident(s):

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Individual(s) involved:

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Location of incident(s)

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Witness(es) to the incident (if any):

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Consequences of the incident(s):

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In an effort to address this complaint, I have spoken to (check all that apply):

☐ Instructor or the service area employee [provide name, position, and date]

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Date \_\_\_\_\_

☐ Program Head or Director of Operations, [provide name, position and date]

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Date \_\_\_\_\_

☐ Senior Educational Administrator or the President [provide name, position and date]

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Date \_\_\_\_\_

Requested remedy:

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Results of discussions to this point:

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I understand that by submitting this written complaint, an investigation may be conducted into the merits of my complaint and that I may be required to provide additional information as to the facts of my complaint.

I understand that no adverse action will be taken against me for filling a legitimate complaint.

I understand that my complaint may be withdrawn through written notice to the Senior Educational Administrator or President. I also acknowledge that I have been encouraged to attempt an informal resolution of my complaint prior to initiating a written complaint.

I hereby agree to allow those Guildford College individuals involved in the process to discuss the nature and details of my complaint and associated information as part of the resolution process.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Directions:**

You may print your complaint form and deliver it to the person, or you may scan and send it by email to the recipient.

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