

DISPUTE RESOLUTION POLICY (GC-POL-02)

Item	Detail
Policy No.	GC-POL-02
Effective Date (this revision)	September 29, 2026
Previous Version	September 8, 2026 (originally adopted January 28, 2025)
Next Scheduled Review	September 29, 2027
Applies To	All students, in all approved and non-approved programs
Responsible Office	Director of Operations
Regulatory Basis	Private Training Act s.19; Private Training Regulation s.62; PTIRU Policy Manual s.3.2.1, 3.2.5; EQA Code of Practice
Related Policies	GC-POL-01 Statement of Rights; GC-POL-03 Student Dismissal; GC-POL-04 Grade Appeal and Exam Deferral; GC-POL-06 Sexual Misconduct; GC-POL-17 Harassment and Anti-Racism
Institution	Guildford College Inc. PTIRU Institution No. 04470

1. Purpose

This policy sets out a fair, impartial and transparent process for resolving student complaints relating to education delivery, administrative matters, or financial disputes, consistent with the Private Training Act and the PTIRU Policy Manual.

2. Decision-Makers

- Initial determination: Director of Operations (doo@guildfordcollege.com).
- Reconsideration of the determination: President & Senior Educational Administrator.
- If either individual named above is absent, or is named in the complaint: the Senior Educational Administrator (SEA@guildfordcollege.com) makes the determination, and may meet with the student in person or remotely.
- If a complaint names the Senior Educational Administrator, or concerns a decision the Senior Educational Administrator made (for example, a dismissal), the Director of Operations makes the determination, and that determination is final within the College.

3. Filing a Complaint

1. A complaint must be made in writing to the Director of Operations or, if the complaint names the Director of Operations, to the Senior Educational Administrator (SEA@guildfordcollege.com). A student may use the Student Dispute Resolution Form, or submit an email or letter containing the same information. A student may first attempt informal resolution but is never required to do so before filing a formal written complaint.
2. A student who makes a complaint may be represented by an agent or a lawyer. The agent may be anyone, including a friend, family member, or another student.
3. The College will not charge a fee for use of this Dispute Resolution Policy or the Student Dispute Resolution Form.

4. Process and Timelines

1. The Director of Operations (or the Senior Educational Administrator, where the complaint names the Director of Operations) will acknowledge receipt of a written complaint and investigate the matter, including gathering relevant records and speaking with the parties involved.
2. The complaint will be finally resolved, and written reasons for the determination given to the student, no later than 30 days after the complaint was made.
3. If the student is dissatisfied with the determination, they may request reconsideration in writing from the President & Senior Educational Administrator. Written reasons for the reconsideration decision will also be given to the student no later than 30 days after the complaint was made.
4. The written reasons for the determination, and for any reconsideration, will advise the student of the right to file a claim against the Student Tuition Protection Fund and of the time limit for filing it (see item 5, Claims Outside the College).
5. A student who makes, or is otherwise involved in, a complaint is protected from retaliation by the College. No student will be disadvantaged in their studies, grades, or standing for having raised a complaint in good faith.

5. Claims Outside the College

If a student enrolled in an approved program was misled by the College regarding a significant aspect of that program, the student may file a claim against the Student Tuition Protection Fund within one year of the date they complete, are dismissed from, or withdraw from the program. The claim form is at www.privatetraininginstitutions.gov.bc.ca. International students may also contact the Education Quality Assurance (EQA) program of the Ministry of Post-Secondary Education and Future Skills.

6. Relationship to Other Policies

Complaints about an assigned course grade are addressed under the Grade Appeal and Exam Deferral Policy (GC-POL-04). Complaints alleging harassment, discrimination, or sexual misconduct are addressed under the Harassment and Anti-Racism Policy (GC-POL-17) or the Sexual Misconduct Policy (GC-POL-06), as applicable, and are not required to first proceed through this policy. A student disputing a dismissal decision under the Student Dismissal Policy may seek review under this policy.

Approved by: Firas Haddad, President & Senior Educational Administrator, Guildford College Inc. · Approved and effective September 29, 2026.

All Guildford College student policies are published at <https://guildfordcollege.com/policies/>.