

DISPUTE RESOLUTION POLICY

<u>All Body Laser Corp. Training Institute</u>		<u>3402</u>
Name of Institution		Institution Number
<u>Dispute Resolution Policy</u>	<u>July 21,2008</u>	<u>July 15,2021</u>
Name of Policy	Effective Date	Revision Date

1. This policy governs complaints from students respecting **All Body Laser Corp. Training Institute** and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.
2. All student complaints must be made in writing.
3. The student must provide the written complaint to the Director of Education who is responsible for making determinations in respect of complaints. If the Director of Education is absent or is named in a complaint, the student must provide the complaint to the President.
4. The process by which the student complaint will be handled is as follows:
 - The individual with the concern/complaint/dispute should first try to resolve the issue directly with the other party, or staff member most directly involved. If the student is not satisfied with the outcome go to the next step.
 - The individual with the concern/complaint/dispute should put their concern in writing. Deliver this letter to the Director of Education (DOE).
 - The DOE will then arrange to meet with the student to discuss the concern and the desired resolution within 5 school days of receiving the student's written concern, or as soon as practical.
 - Following the meeting with the student, the DOE will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve other discussion(s) with the student either individually or with appropriate (institution's) personnel.
 - The DOE will then provide a written decision to all parties within 48 hours of the meeting. If the complaint or issue still is not resolved, go to the third step.
 - The necessary enquiries and/or investigations shall be completed no later than 10 school days following the receipt of the student's written concerns. The DOE will do one of the following within 10 days of receiving the student's written concerns:
 - a) Determine that the student's concerns are not substantiated.
 - b) Determine that the student's concerns are substantiated in whole or in part.

- c) Determine that the student's concerns are frivolous and vexatious.
- d) The student and the Institution's personnel involved shall receive a written summary of the above determination. A copy of all documentation relating to every student's complaint should be signed by all parties. A copy shall be given to the student, a copy will be placed in the school's Student Conduct File, and the original will be placed in the student file.

- If it has been determined that the student's concerns are substantiated in whole or in part the DOE shall include a proposed resolution of the substantiated concern(s).
- If the student is not satisfied with the determination of the DOE, the student must advise the DOE within 48 hours of being informed of the determination. The DOE will immediately refer the matter to the Director of Operations. The DOE of the Institution will review the matter and meet with the student within 5 school days.
- The DOO of the Institution shall either confirm or vary the determination of the DOE. At this point the School's Dispute Resolution Process will be considered exhausted.
- If the issue is of a serious nature the DOE may, in her sole discretion and cost, engage the services of a third-party mediator to assist in the resolution of the dispute.

5. The student making the complaint may be represented by an agent or a lawyer.
6. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch (www.privatetraininginstitutions.gov.bc.ca).