

Royal Bridge College Dispute Resolution Policy

Royal Bridge College

Name of Institution

04308

Institution Number

Dispute Resolution Policy

Name of Policy

September 1, 2021

Effective Date

September 1, 2024

Revision Date

Dispute Resolution Policy

1. This Dispute Resolution Policy governs complaints from students respecting Royal Bridge College for both academic and non-academic disputes for students and prospective students.
2. A student or prospective student (hereinafter refer to as “student”) who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by Royal Bridge College at any time.
3. The process by which the student complaint will be handled is as follows:
 - Student complaints must be made in writing.
 - The student must provide the written complaint to the Senior Educational Administrator (SEA) who is responsible for making determinations in respect of complaints (Email:SEA@rbco.ca).
 - If the SEA is absent or is named in the complaint, the student must address the complaint to the Associate Campus Director (email: willie.wei@rbco.ca).
 - Students are authorized to submit and pursue a complaint him/herself or be represented by an agent or a lawyer.
 - It is encouraged that Students should try to resolve the issue informally by talking to the other parties involved. If the issue cannot be resolved, Students must submit his/her complaint in writing and may send it through regular mail, email or drop it at the front desk of Royal Bridge College.

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- Written submissions should include a detailed and clear description of the incident including all relevant information, for instance the nature of the problem, date of occurrence, and names of parties involved etc. Further, copies of any other important information pertaining to the problem should also be included.
- **Step 1:** Royal Bridge College will schedule a meeting of both the parties with the SEA or the Associate Campus Director to discuss the issue and inform both the parties through email or telephone given by them to Royal Bridge College for official record or on enrollment contract. The SEA or the Associate Campus Director will resolve the issue within five business days. If the issue is resolved at this level, the process has reached its conclusion, and copies will be provided to both of the parties and also placed in a Dispute Resolution file.
- **Step 2:** In this step, if both parties are unable to resolve the grievance to their satisfaction, the grievance will be forwarded in writing to the Campus Director of Royal Bridge College (email: director@rbco.ca).
- If the Campus Director deems necessary, he/she can also call both parties to discuss the issue to acquire more information and a further understanding of the issue. The Campus Director will review all details and based on given information will make a final decision within five business days and a letter will be issued regarding the decision. At this stage, the process is completed and finalized and no further action will be taken. Copies will be provided to both the parties and the original will be placed in the Dispute Resolution file.
- Royal Bridge College will provide the reasons for the determination and the reconsideration (if any) to the student within 30 days after the date on which the student made the complaint.
- The written reasons will advise a student, that if the student is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Branch (PTIB) (www.privatetraininginstitutions.gov.bc.ca). Complaints

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must be filed with PTIB within one year of the date of the student's original complaint or is dismissed from, or withdraws from the program.

- 4.** The student making the complaint may be represented by an agent or lawyer.