



# Dispute Resolution Policy and Procedure

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## 1 PURPOSE

- 1.1 This policy governs complaints from students respecting Canadian National Institute of Business ('CNIB') and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.

## 2 SCOPE

- 2.1 This policy and procedure apply to all students at CNIB, and to all staff involved in student dispute resolution. It can be utilised by complainants to submit a grievance of an academic or non-academic nature; however, this policy excludes matters relating to grade appeals.
- 2.2 For all matter relating to grade appeals please refer to the Student Grade Appeal Policy and Procedure.
- 2.3 Grievances of an academic nature include issues related to student progress, assessment, curriculum and awards in a course of study. Grievances of a non-academic nature cover all other matters, including grievances in relation to personal information that CNIB holds in relation to an individual. In relation to non-academic grievances, the term "complainant" applies to both current students of CNIB and persons seeking to enrol with CNIB.

## 3 POLICY STATEMENT

- 3.1 This policy and procedure support CNIB's commitment to:
- developing a culture that views grievances as opportunities to improve the organisation and how it works;
  - setting in place a dispute resolution system that is client focussed and helps CNIB to prevent grievances from recurring;
  - ensuring that any grievances are resolved promptly, objectively, with sensitivity and with complete confidentiality;
  - ensuring that the views of each complainant and respondent are respected and that any party to a grievance is not discriminated against nor victimised; and
  - EQA 4.2.7.1(i) requires disputes to be resolved within a reasonable timeframe, therefore complaints will be resolved within 30 days of CNIB receiving a valid complaint submission;
  - if a complaint cannot be resolved within 30 days of submission, CNIB will advise the complainant in writing outlining the reasons for any delay;
  - ensuring that there is a consistent response to grievances.

## 4 PROCEDURES

- 4.1 The process by which the student complaint will be handled is as follows:
- 4.1.1 All student complaints must be made in writing.



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- 4.1.2 The student must provide the written complaint to the Instructors in the first instance to attempt to informally resolve the dispute.
  - 4.1.3 The Campus Administrator is responsible for making determinations in respect of complaints. If the Instructor is absent or is named in a complaint, the student must provide the complaint directly to the Campus Administrator.
  - 4.1.4 Where the complaint is in reference to the Campus Administrator the complaint will be managed by the Senior Educational Administrator (SEA).
  - 4.1.5 Where the complaint is in reference to the SEA the complaint will proceed directly to the Director.
  - 4.1.6 The student will request a meeting with the Instructor responsible for the course to discuss the complaint verbally. If not resolved at this level, the student will proceed to 4.2.
- 4.2 The student will submit a completed written complaint to the SEA, using the following contact information:

Administrator Name	Ridhima Angra
Administrator Title	Campus Administrator
Phone Number	604-474-2642
Email Address	<a href="mailto:admissions@cnibbc.ca">admissions@cnibbc.ca</a>

- 4.2.1 The Administrator will arrange a meeting with the student within 7 days of receipt of the written complaint. The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. This meeting discussion will be minuted.
  - 4.2.2 The Administrator will arrange a meeting with the student within 7 days of receipt of the written complaint. The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. This meeting discussion will be minuted.
  - 4.2.3 If not resolved at this level, the student will proceed to 4.3
- 4.3 The student will submit a completed written complaint to the Director, using the contact information:
- [Compliance@cnibbc.ca](mailto:Compliance@cnibbc.ca) Canadian National Institute of Business, 3030 Lincoln Avenue, Coquitlam, BC V3B 6B4
- 4.3.1 The Director will arrange a meeting with the student within 7 days of receipt of the written complaint (which should include the Administrator's response with recommended solutions and the student's objections or comments regarding these solutions). The student will have an opportunity to make an oral presentation of the complaint. This meeting will be minuted.
  - 4.3.2 The Director will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 7 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held. You must include copies of all documents related to the complaint when referring the matter to the Superintendent.
  - 4.3.3 Note: If the Administrator is absent and or named in the complaint, the complaint should be directed straight to the Director using the following contact information:  
[Compliance@cnibbc.ca](mailto:Compliance@cnibbc.ca) Canadian National Institute of Business, 3030 Lincoln Avenue, Coquitlam, BC V3B 6B4
  - 4.3.4 Written reasons for the determination will be provided to the student within 30 days from the date which the complaint was made.



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- 4.4 The student making the complaint may at any time be represented by an agent or a lawyer.
- 4.5 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, they may file a complaint with the Private Training Institutions Branch ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)).
- 4.6 Students can escalate complaints to the Private Training Institutions Branch (PTIB) if unsatisfied with CNIB's resolution.

### 5 RELATED DOCUMENTS

#### Documents

Complaints form

### 6 FEEDBACK

- 6.1 CNIB staff and students may provide feedback about this document by emailing [compliance@cnibbc.ca](mailto:compliance@cnibbc.ca)

### 7 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Director
Administrator	Senior Education Administrator



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## 8 STUDENT COMPLAINT FORM

Please fill out this form completely Date:

<b>Student:</b>		<b>Mailing Address:</b>	
Student No.:		City:	
Telephone:		Province:	
Email Address:		Postal Code:	

<b>Respondent:</b> (i.e.: Campus, Faculty, Student)		<b>Mailing Address:</b>	
Student No.: (if applicable)		City:	
Telephone:		Province:	
Email Address:		Postal Code:	

Please provide a concise description of the complaint. Be sure to indicate witnesses and all steps already taken to date, by the Complainant. If additional space is required, please complete and attach a second form.

### Student Complaint Form Procedure



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It is the desire of Canadian National Institute of Business to resolve any appeals, complaints or concerns in a prompt and courteous manner. It is the expectation of the College that most issues will be resolved informally by way of discussion between the student and the appropriate staff member.

### General Guidelines:

- Appeals regarding grades or dismissals are subject to the academic Appeal Policy. Please use the Student Petition for Appeal Form to file an appeal.
- Complaints are subject to the relevant policies established by the College such as harassment/ discrimination, unsafe work conditions, breach of privacy or confidentiality. Please use this Student Complaint Form to file your grievance.
- Statements of complaint must be made in writing.
- All complaints are confidential.
- The procedure outlined below must be followed.
- A staff presented with a verbal complaint will ask the student to follow the procedure and remind the student of the written complaint requirement.
- The Administrator will also ask for a copy of any written response(s) from those already contacted by the student in accordance with the procedure.
- Arrangements for meetings and written responses from the person being complained about will be made in a timely and professional fashion. No complaint will go unanswered.
- Records of Complaints will be maintained at the location where they originated for a period of at least three years.
- The complainant may have another person present at all stages of the proceedings.

### Procedure for Complaints about the College or another Student

#### Step 1.

The student will request a meeting with the Instructor responsible for the course to discuss the complaint verbally. If not resolved at this level, the student will proceed to Step 2.

#### Step 2.

The student will submit a completed written complaint to the Administrator, using the following contact information:

Administrator Name	Ridhima Angra
Administrator Title	Campus Administrator
Phone Number	604-474-2642
Email Address	<a href="mailto:admissions@cnibbc.ca">admissions@cnibbc.ca</a>

The Administrator will arrange a meeting with the student within 7 days of receipt of the written complaint. The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. This meeting discussion will be minuted.



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The Administrator will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 7 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held.

If not resolved at this level, the student will proceed to Step 3. Step 3.

The student will submit a completed written complaint to the Director, using the contact information:

[Compliance@cnibbc.ca](mailto:Compliance@cnibbc.ca) Canadian National Institute of Business, 3030 Lincoln Avenue, Coquitlam, BC V3B 6B4

The Director will arrange a meeting with the student within 7 days of receipt of the written complaint (which should include the Administrator's response with recommended solutions and the student's objections or comments regarding these solutions). The student will have an opportunity to make an oral presentation of the complaint. This meeting will be minuted.

The Director will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 7 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held. You must include copies of all documents related to the complaint when referring the matter to the Superintendent.

Note: If the Administrator is absent and or named in the complaint, the complaint should be directed straight to the Director using the following contact information:

[Compliance@cnibbc.ca](mailto:Compliance@cnibbc.ca) Canadian National Institute of Business, 3030 Lincoln Avenue, Coquitlam, BC V3B 6B4

If not resolved at this level, the student will proceed to contact the Private Training Institutions Branch ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca))