



Shinede College Inc Dispute Resolution Policy

Shinede College Inc

Name of Institution

4735

Institution Number

Dispute Resolution Policy

Name of Policy

Nov 1, 2022

Effective Date

October 15, 2022

Revision Date

Dispute Resolution Policy

1. This Dispute Resolution Policy governs complaints from complainants or any other relevant person respecting Shinede College Inc and any aspect of its operations.
2. A complainant / person who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the Shinede College Inc at any time.
3. The process by which the complainant / person complaint will be handled is as follows:
 - Complaints must be made in writing.
 - The complainant must provide the written complaint to the Senior Educational Administrator (SEA) who is responsible for making determinations in respect of complaints.
 - If the SEA is absent or is named in the complaint, the complainant must address the complaint to the Campus Director. In case SEA and Campus Director is same person, complaint be addressed to the CEO.
 - Complainants are authorized to submit and pursue a complaint him/herself or be represented by an agent or a lawyer. For the purpose, following steps should be adopted;
 - **Step 1:** It is encouraged that complainant should try to resolve the issue informally by talking to the other party(ies) involved. If the issue cannot be resolved, complainant must submit his/her complaint in writing and may send it through regular mail, email or drop at the front desk of the Shinede College Inc.



Shinede College Inc Dispute Resolution Policy

- **Step 2:** Written submissions should include a detailed and clear description of the incident/dispute 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 3:** Shinede College Inc will schedule a meeting of both the parties with the SEA to discuss the issue and inform both the parties through email or telephone given by them to the Shinede College Inc for official record or on complainant enrollment contract. SEA will resolve the issue within ten business days. If the issue is resolved at this level, the process is exhausted and copies will be provided to both the parties and original will be placed in Dispute Resolution file.
- **Step 4:** If both the parties are unable to resolve the grievance to their satisfaction, the grievance should be forwarded in writing to the Campus Director of the Shinede College Inc.
- **Step 5:** If the Campus Director seems necessary, he/she can also call both parties to discuss the issue and acquire more information and understanding about the issue. Campus Director will review all details and will make a final decision based on given information. The Shinede College Inc will provide the reasons for the determination and the reconsideration (if any) to the complainant within 30 days after the date on which the complainant made the complaint. At this stage, the process is exhausted and finalized and copies will be provided to both the parties and the original will be placed in the Dispute Resolution file.
- **Step 6:** If the complainant was regarding program, and complainant is dissatisfied with the determination, or complainant has been misled by the college regarding any significant aspect of that program, the complainant may file a complaint with the Private Training Institutions Branch (PTIB) through its website (www.privatetraininginstitutions.gov.bc.ca). Complaints must be filed with PTIB within one year of the date a complainant completes, is dismissed from, or withdraws from the program.



Shinede College Inc Dispute Resolution Policy

- In case, SEA and Campus is same person, mater will be taken up by the CEO of the College.
