

DISPUTE RESOLUTION POLICY

This policy applies to all LCC students.

This policy governs complaints from LCC's students respecting any aspect of its operations. Students will not be subject to any form of retaliation as a result of filing a complaint.

Informal Resolution Procedures

Any dispute should first be discussed with the people involved. If it is not resolved, students may bring their complaints to the Instructional Coordinator, who will attempt to resolve the issues within three (3) working days. If the problem is still not resolved, a more formal resolution process can be followed.

Formal Resolution Procedures

- If the complaint is between a student and the Instructional Coordinator, and/or cannot be resolved through informal discussions, the student may forward the issue, in writing, directly to the Manager of LCC, who will attempt to resolve the issues within three (3) working days.
- If the complaint is between a student and the Manager, and/or cannot be resolved by the Instructional Coordinator, the student may forward the issue, in writing, directly to the Director of the LCS division. The student may be represented by an agent or lawyer if necessary. The Director will review all relevant information and make a written decision within five (5) working days.
- If the complaint is not resolved by the Director's decision, the student may forward the issue in writing, with all pertinent documents, directly to the Chief Executive Officer of ISSofBC no later than two (2) working days after the Director's decision. The CEO will review all materials and provide a written decision within three (3) working days. This decision will be considered final.

After following the steps above, if further action is necessary, LCC or the complainant may suggest third party resolution. Third party resolution will be entered into when both parties agree to this process.

- Languages Canada can act as an advocate for ESL students if there is a complaint related to a possible Code of Ethics violation by the school.
See <http://www.languagescanada.ca/en/contact>
- If the student is or was enrolled in a PTIB 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).