

<u>ISS Language and Career College of BC (LCC)</u> Name of Institution	<u>0473</u> Institution Number	
<u>Dispute Resolution Policy</u> Name of Policy	<u>January 16, 1995</u> Effective Date	<u>August 18, 2021</u> Revision Date

1. This policy governs student complaints about LCC and any aspect of its operations.
2. Any student who is involved in a complaint will not be subject to any form of retaliation by LCC at any time.
3. Student complaints will be handled as follows:
 - **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, registrars, Instructional Coordinator, or the Senior Manager, Arina Tanase (arina.tanase@issbc.org) 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**

Formal student complaints must be made in writing.
The student may be represented by an agent or lawyer if necessary.

 - If the Senior Manager cannot resolve the complaint, is absent or is named in the complaint, the student may forward the issue in writing directly to the Division Manager of LCC, Bonnie So (bonnie.So@LCC.issbc.org) who will attempt to resolve the issues within three (3) working days.
 - If the Division Manager is absent or named in the complaint, the student may forward the issue, in writing, directly to the Director of the Language and Career Services, Carla Morales (Carla.Morales@issbc.org). The Director will review all relevant information and make a written decision within five (5) working days.
 - LCC will provide the reasons for the determination and the reconsideration (if any) in writing to the student within 30 days of the original complaint.
 - The written reasons will advise 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 must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.
 - 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>