

ISS Language and Career College of BC (LCC)		0473
Name of Institution		Institution Number
Dispute Resolution Policy	January 16, 1995	May 12, 2022
Name of Policy	Effective Date	Revision Date

1. This policy governs student complaints about LCC and any aspect of its operations.
2. Any student who makes or 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@LCC.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 response will specify whether the decision is final.
 - Should the decision be subject to reconsideration, the student can request a review in writing to the Director of the Language and Career Services, Carla Morales (Carla.morales@issbc.org) who will respond within 5 business days.
 - A student dissatisfied with the institution's final decision may file a claim with the Private Training Institutions Branch (PTIB) (www.privatetraininginstitutions.gov.bc.ca) on the grounds that the institution misled the student regarding a significant aspect of the program. The time limit for filing the claim is one year after the student completes, is dismissed from, or withdraws from the program.
 - A student making a complaint may be represented by an agent or a lawyer.

- 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>