

Vancouver Island Institute of Medical Technology

3649

Name of Institution

Institution Number

Dispute Resolution Policy

January 1, 2011

September 1, 2016

Name of Policy

Effective Date

Revision Date

Dispute Resolution and Grade Appeal Policy

Vancouver Island Institute of Medical Technology provides an opportunity for students to resolve disputes of a serious nature and grades appeals in a fair and equitable manner.

The policy governs complaints from students respecting the Vancouver Island Institute of Medical Technology and any aspect of its operations. Students will not be subject to any form of retaliation as a result of filing a complaint. This policy applies to all Vancouver Island Institute of Medical Technology students who are currently enrolled or were enrolled 30 days prior to submitting their concern to the Senior Educational Administrator.

In the event of a grade appeal, the student must appeal the mark within 2 weeks of receiving the graded quiz, paper, assignment or exam back.

Procedure for Student Disputes:

1. All student complaints must be made in writing. If the student making the complaint wishes they may be represented by an agent or a lawyer at their discretion.
2. When a concern arises, the student should address the concern with the staff member most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing to the Program Coordinator who will deliver it to the Senior Educational Administrator.
3. The Senior Educational Administrator will arrange to meet with the student to discuss the concern and desired resolution within 5 business days of receiving the student's written concern, or as soon as practicable.
4. Following the meeting with the student, the Senior Educational Administrator will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate (institution's) personnel.
5. The necessary enquiries and / or investigations shall be completed no later than 10 business days following the receipt of the student's written concerns. The Senior

Educational Administrator will do one of the following within 10 days of receiving the student's written concerns:

- a. Determine that the student's concerns are not substantiated; or
 - b. Determine that the student's concerns are substantiated in whole or in part;
 - c. Determine that the student's concerns are frivolous and vexatious.
 - d. The student and the institution's personnel involved shall receive a written
 - e. summary of the above determination within 45 days after the date on which the complaint was made. A copy of all documentation relating to every student's complaint should be signed by all parties. A copy shall be given to the student, a copy will be placed in the school's Student Conduct File and the original will be placed in the student file.
6. If it has been determined that the Student's concerns are substantiated in whole or in part the Senior Educational Administrator shall include a proposed resolution of the substantiated concern(s). At this point the School's Dispute Resolution Process will be considered exhausted.
7. If the issue is of a serious nature the Senior Educational Administrator may, at his/her sole discretion and cost, engage the services of a third party mediator to assist in the resolution of the dispute.
8. 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, he or she may file a complaint with the Private Career Training Institutions Branch (www.privatetraininginstitutionsbranch.bc.ca).

Procedure for Grade Appeal:

1. If a student is dissatisfied with the grade received on a paper or final course assessment and can provide evidence that a higher grade is warranted he/she should discuss this with his/her instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.
2. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she should submit a written appeal to the Senior Educational Administrator.
3. The Senior Educational Administrator will obtain a copy of the paper or final assessment from the instructor and will have the assessment re-marked by another instructor.

-
4. If the student achieves a higher grade on re-assessment, the higher grade will be assigned to the student. If the student achieves a lower grade on re-assessment, the original grade will be retained.
 5. The grade will be considered final and cannot be appealed.
 6. The decisions on the grade appeal will be provided to students within 30 school days of The Vancouver Island Institute of Medical Technology's receipt of the written appeal.