



Vancouver Island Institute of Medical Technology

Dispute Resolution Policy

Vancouver Island Institute of Medical Technology	03649	
Name of Institution	Institution Number	
Dispute Resolution Policy	January 1, 2011	November 29, 2016
Name of Policy	Effective Date	Revision Date

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

1. This policy governs complaints from students respecting the Vancouver Island Institute of Medical Technology and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.
2. All student complaints must be made in writing.
3. The student must provide the written complaint to the Senior Educational Administrator who is responsible for making determinations in respect of complaints. If the Senior Educational Administrator is absent or is named in a complaint, the student must provide the complaint to the Program Coordinator.
4. The process by which the student complaint will be handled is as follows:
 - 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.
 - 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.
 - The necessary enquiries and / or investigations shall be completed following the meeting and the Senior Educational Administrator will do one of the following:
 - 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.
 - 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.
 - 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.

- Written reasons for the determination will be provided to the student within 45 days after the date on which the complaint was made. 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.
5. The student making the complaint may be represented by an agent or a lawyer.
 6. 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 Training Institutions Branch (www.privatetraininginstitutions.gov.bc.ca).