



**TAYLOR PRO**

Name of Institution

**2974**

Institution Number

**Dispute Resolution Policy**

Name of Policy

**August 31, 2021**

Effective Date

**August 20, 2021**

Revision Date

## Dispute Resolution Standards

At Taylor Pro, student success is important to us, and we value students' input about what they need for success. The Dispute Resolution Policy provides an avenue for students to talk to us about any of their issues and complaints. No issue or complaint raised by a student will be overlooked or turned away without proper review by the Instructors and management at the College. No forms of retribution will be attached to a complaint or dispute. All inquiries will be treated with utmost respect of privacy and confidentiality rules and addressed in a timely manner.

Taylor Pro Canada is a Private Training Institutions Branch (PTIB) designated institution and deals with student complaints following PTIB regulations. The philosophy of the College and Section 62 of the Private Training Regulations, effective September 01, 2016, is that students are entitled to fair and respectful treatment by all parties involved in their education. This specific policy governs:

1. Complaints from students respecting Taylor Pro Canada Inc., and any aspect of its operations. A 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 should any discussions be unsuccessful.
3. The student must provide the written complaint to the Registrar/SEA who is responsible for making determinations in respect of complaints. If the Registrar/SEA is absent or is named in a complaint, the student must provide the complaint to the Assistant Registrar.
4. The process by which the student complaint will be handled is as follows:

There are five stages in the process which are detailed in this document (see Dispute Resolution Process).

Written reasons for the determination will be provided to the student within 45 days after the date on which the complaint was made.

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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](http://www.privatetraininginstitutions.gov.bc.ca)).

### **Dispute Resolution Process**

1) When students have a valid complaint, they are encouraged to speak to the individual directly involved in the matter first - this could be a classmate, Instructor or other staff at Eton. If the students are not satisfied with the outcome at this level, then the students will move on to the next stage of the process.

2) Student Written Complaint: Using the guidelines in the Student Complaint Form and Procedures document, Part I:

a. A student will complete a written submission by providing as much detail as possible. They must provide their name on the form and sign it so that the response can be delivered directly to the student in a timely manner.

b. All relevant documents should be attached (ex: email or letter from student, survey responses, other).

c. Once completed, the student must deliver the form to the Registrar/SEA or in their absence, the Assistant Registrar.

3) Meeting Arranged: Using the guidelines in the Student Complaint Form and Procedures document, Part 2, notes of meeting with student are recorded –a minimum of two senior staff/faculty members will meet with the student to clarify the nature and circumstance of the complaint. **All parties to sign this form.**

a. The Registrar/SEA or Assistant Registrar will immediately begin an investigation and communicate to a specific management staff responsible for the area of the student's concerns/complaints.

b. A meeting will be scheduled with the students to discuss the concerns/complaints and the desired resolution as soon as possible but no more than 5 school days of receiving their written concerns.

c. Following the meeting with the students, the respective management staff will conduct the necessary inquiries and investigations to determine the validity of the student's concerns/complaints and whether these are substantiated in whole or in part. These inquiries may involve further discussion(s) with the students either individually or with other Taylor Pro staff as necessary.

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4) Final of Action is prepared: Using the guidelines in the Student Complaint Form and Procedures document, Part 3 and 4, measures are taken by Taylor Pro Canada to address and, if possible, resolve the issue. **All parties to sign this form.**

a. Following the necessary inquiries and/or investigations, a response will be provided in writing to the students as soon as possible but no later than 10 school days following the receipt of the written enquiry.

b. The inquiry/investigation into the student's concerns/complaints may result in one of the following:

i. If it is determined that the student's concerns/complaints are substantiated in whole or in part (in other words, is found to be true, have a basis, valid and/or backed by evidence), the College will offer a resolution, or

ii. If it is determined that the student's concerns/suggestions are not substantiated (in other words, is found to be untrue, have no basis, not valid and/or cannot be backed by evidence), the College will provide a written explanation of the decision and deny the complaint. No further action will be taken unless the students appeal the decision.

5) Response to Student: A Summary Report of results of the investigation and any action to be taken by Taylor Pro Canada will be presented to the student and will be recorded in student's file:

a. The student will be given a copy of the decision and all supporting materials. A copy of the same will be kept in Taylor Pro records and the originals will be placed in the student file.

b. If the student is not satisfied with the resolution offered by the management and/or staff reviewing the concerns/complaints or suggestions, the student may then take this matter to the Director of Operations as soon as possible but **within 5 school days of being informed of the resolution**. The Director of Operations will review the matter and the resolution offered to the students and may meet with the student as soon as possible but within 5 school days of receipt of the student's request.

i. At this stage, the original resolution will either be maintained or varied by the Director of Operations, depending on the outcome of their review, and a written response will be given to the student within 5 school days. At this point the College Dispute Resolution Process will be considered exhausted and no further actions will be taken by the College.

### **How can a student appeal the final decision by the College?**

Once the College completes the full cycle of the dispute resolution process described and after the student has been given the opportunity to address their concerns /complaints /suggestions at the senior management level of the College and if they are still not satisfied with the

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student may then file a complaint with the Private Training Institutions Branch ([traininginstitutions.gov.bc.ca](http://traininginstitutions.gov.bc.ca)).

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