

## Dispute Resolution Policy

4667

Cumberland College for Applied Learning Inc.		Institution Number
<b>Dispute Resolution Policy</b>	September 1, 2021	October 10, 2024
Name of Policy	Effective Date	Revision Date

1. This policy governs complaints from students in respect of Cumberland College for Applied Learning Inc. and any aspect of its operations.
2. A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time.
3. All students are encouraged to discuss classroom complaints with their instructor.
4. Should a matter not be resolved in Step 2, the following guidelines will apply:
  - a. Student complaints must be made in writing.
  - b. All student complaints will be investigated and considered for a positive resolution.
  - c. The student must provide the written complaint to the Patrick Golding, Director of Admissions – [pgolding@cumberland.college](mailto:pgolding@cumberland.college) who is responsible for making determinations in respect of complaints. Written reasons for the determination and reconsideration will be provided to the student within 14 business days after the date on which the complaint was made.
  - d. If the Director of Admissions is absent or is named in a complaint, the written complaint will be forwarded to a senior representative of the College who will bring the matter to the attention of a committee including one administration representative and one faculty member. Contact information is as follows: Director: [ptaza@cumberland.college](mailto:ptaza@cumberland.college) Written reasons for the determination and reconsideration will be provided to the student within 14 business days after the date on which the complaint was made.
  - e. If the student is not satisfied with the committee's decision, the student must provide a written complaint to the Director. Written reasons for the determination will be provided to the student within 14 business days after the date on which the complaint was made.
  - f. At this point Cumberland College for Applied Learning Inc. will consider due diligence has been extended to the student and the matter will be closed.

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)). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from a program.