



Dispute Resolution Policy

<u>The Cut Fashion Design Academy</u>	<u>4275</u>
Name of Institution	Institution Number
Dispute Resolution Policy	October 1, 2021
Name of Policy	Effective Date
	September 31, 2021
	Revision Date

1. This policy governs complaints from students respecting The Cut Fashion Design Academy 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. The process by which the student complaint will be handled is as follows:
 - Student complaints must be made in writing.

TCFDA provides an opportunity for students to resolve disputes of a serious nature in a culturally appropriate, fair and equitable manner. The policy applies to all TCFDA students both current and former. Procedure for Student Disputes:

When a concern arises, the student should address the concern with the staff member most directly involved or the staff member with whom he/she is most comfortable. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the Director of Operations & Admissions. **If the Director is named in the complaint or is absent/unavailable the student should direct the complaint in writing to the designee of the school that handles disputes.**

The Director will arrange to meet with the student to discuss the concern and desired resolution within 5 school days of receiving the student's written concern,

or as soon as practicable. The student is authorized at this stage to have a secondary agent/individual present at the meeting.

Following the meeting with the student, the Senior Director 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 TCFDA personnel.

The necessary enquiries and/or investigations shall be completed no later than 10 school days following the receipt of the student's written concerns. The Director will do one of the following within 10 days of receiving the student's written concerns:

- Determine that the student's concerns are not substantiated; or
- Determine that the student's concerns are substantiated in whole or in part;
- Determine that the student's concerns are frivolous and vexatious

The student and the institution's personnel involved shall receive a written summary of the above determination. All parties should sign a copy of all documentation relating to every student's complaint. 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.

If it has been determined that the student's concerns are substantiated in whole or in part the Director shall include a proposed resolution of the substantiated concern(s).

If the student is not satisfied with the determination of the Director, the student must advise the Director within 48 hours of being informed of the determination. The Director will immediately refer the matter to the next level designee for disputes. The designee will review the matter and meet with the student within 5 school days.

The designee will either confirm or vary the determination of the Director. At this point the School's Dispute Resolution Process will be considered exhausted.

If the issue is of a serious nature TCFDA Committee may engage the services of a third-party mediator to assist in the resolution of the dispute.

Students will not be subject to any form of retaliation as a result of filing a complaint. If a student that is or was enrolled in a PTIB 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 (PTIB) (www.privatetraininginstitutions.gov.bc.ca)

All complaints must be filed within one year of the date a student completes, is dismissed from, or withdraws from the program.

The student making the complaint may be represented by an Agent or Lawyer.