

## **Dispute Resolution / Grade Appeal Policy**

Advantage English School E/J provides an opportunity for students to resolve disputes of a serious nature and grades appeals in a fair, reasonable and equitable manner.

The policy applies to all Advantage English School E/J students who are currently enrolled or were enrolled 12 months prior to the submission of their concern to the School Director. Student complaints must be made in writing.

Advantage English School E/J must provide the reasons for the determination and the reconsideration (if any) to the student within 30 days after the date on which the student made the complaint.

### **Procedure**

- 1) When a concern arise, the student should first attempt to address the concern with the individual most directly involved. 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 Senior Educational Administrator (Mrs Patricia Dagg).
- 2) The Senior Educational Administrator will arrange to meet with the student to discuss the concern and desired resolution as soon as possible but within five school days of receiving the student's written concern.
- 3) 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 enquires may involve future discussion(s) with the student either individually or with appropriate Advantage English School E/J personnel. All communications must be in writing.
- 4) The necessary enquiries and/or investigations shall be completed and a response provided in writing to all involved as soon as possible but no later 10 school days following the receipt of the student's written concerns.
  - a. If it is determined that the student's concerns are not substantiated, the institution will provide a written explanation of the decision and deny the complaint; or
  - b. If it is determined that the student's concerns are substantiated in whole or in part, the institution will propose a resolution.

The response must specify that the student will have five school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student, a copy will be placed in the Institution's Student Conduct File, and the original will be placed in the student file.

- 5) If the student is not satisfied with the determination of the Senior Educational Administrator, the student must advise the Senior Educational Administrator as soon as possible but within five

school days of being informed of the determination. The Senior Administrator will immediately refer the matter to the School Director (Mrs. Setsuko Hamazaki) of the institution.

- 6) The School Director will review the matter and if necessary, may meet with the student as soon as possible but within five school days of receipt of the student's appeal.
- 7) The original decision will either be confirmed or varied by the School Director in writing five school days after receipt of the student's appeal or, if a meeting with the student occurred, within five days of that meeting. At this point the institution's dispute resolution progress will be considered exhausted.

**Procedure for Grade Appeal:**

- 1) If a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted he/she should discuss 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 assignment/test in question from the instructor and will have another instructor re-assess the test.
- 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 decision on the grade appeal will be provided to student within 30 school days of Advantage English School E/J's receipt of the written appeal.

The written reasons will advise a student, that if the student is dissatisfied with the determination, and has been misled by Advantage English School E/J regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Branch (PTIB) ([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 the program.

The student making the complaint may be represented by an agent or a lawyer.