



Dispute Resolution Policy

Dispute Resolution Policy (complaint procedure)

The Communication Embassy provides an opportunity for students to resolve disputes of a serious nature in a fair and equitable manner.

Procedure:

1. When a concern arises, the student should 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 centre Director (if the conflict exists between two students, students are encouraged to work with one another. In the event the concern continues, students should contact their teacher before engaging in step 2).

The student making the complaint has an opportunity to make an oral submission directly to the centre Director or have a person make the oral submission of his/her behalf and the student is permitted to have a person present with the student at all stages of the proceeding.

2. The centre Director will arrange to meet with the student to discuss the concern and desired resolution within the next three school days of receiving the students written concern.

3. Following the meeting with the student, the centre 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.

4. The necessary enquiries and / or investigations shall be completed and a response provided in writing to all involved within the next seven school days following the receipt of the student's written concerns. One of the following may happen:

- 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

- If it is determined that the student's concern are sustained in whole or in part, the institution will propose a resolution.
- The response should specify the student will have three school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student , the original copy will be placed in the student file.

5. If the student is not satisfied with the determination of the centre Director, the student must advise the centre Director within five school days of being informed of the determination.

6. The centre Director will review the matter and may meet with the student within three school days of receipt of the student's appeal.

7. The original decision will either be confirmed or varied by the centre Director in writing within 3 school days after meeting the student . At this point, **The Communication Embassy's** Dispute Resolution Process will be considered exhausted.

8. If a student is not satisfied with **The Communication Embassy's** resolution of his/her complaint, the student may refer the matter to the provincial governing body (MTCU) and shall include in his/her application to the Superintendent a copy of the record of the complaint and subsequent correspondence from **The Communication Embassy**.