



Dispute Resolution Policy

<u>Vancouver College of Dental Hygiene Inc.</u>	<u>3368</u>	
Name of Institution	Institution Number	
<u>Dispute Resolution Policy</u>	<u>09/01/2021</u>	<u>TBA</u>
Name of Policy	Effective Date	Revision Date

1. This policy governs complaints from students respecting Vancouver College of Dental Hygiene 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. The process by which the student complaint will be handled is as follows:

General Guidelines:

This policy governs complaints from students respecting Vancouver College of Dental Hygiene Inc. and any aspect of its operations.

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.

Students complaints must be made in writing.

All complaints are confidential.

VCDH will respond to official complaints and appeals within 30 business days after the date on which the student made the complaint.

VCDH must provide the reasons for the determination and the reconsideration (if any) to the student.

The procedure outlined below must be followed:

A staff presented with a verbal complaint will ask the student to follow the procedure and remind the student of the written complaint requirement.

The Administrator will also ask for a copy of any written response(s) from those already contacted by the student in accordance with the procedure.

Arrangements for meetings and written responses from the person or issue being complained about will be made in a timely and professional fashion. No complaint will go unanswered.

Records of Complaints will be maintained at the location where they originated for a period of at least three years.

Student Dispute Resolution Procedure:

1. The student will request a meeting with the Instructor responsible for the course to discuss the complaint verbally. If the complaint is regarding a non-academic issue then the student may request a meeting with the Program Director, listed in Step 2.

If not resolved at this level, the student will proceed to Step 2.

2. The student will submit a completed written complaint to the Program Director, using the following contact information:

Ms. Carole-Anne Mrsic Dip.DH, RDH, PID, BHSc
Chair of the Dental Hygiene Program Committee
Program Director
1205-6th Ave,
New Westminster, BC
V3M 2C1
604-215-7611
caroleannem@vancouver-college-dental.org.

Should the Program Director be absent or named in the complaint, the written complaint will be submitted to the CEO/Business Director using the following contact information:

Ms Lidia DiNicolo CEO and Business Director
1205-6th Ave,
Vancouver, BC
V3M 2C1
604-215-7611
Lidiad@vancouver-college-dental.org.

The Program Director will arrange a meeting with the student within 14 business days of receipt of the written complaint.

The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. Minutes will be taken at this meeting.

The Program Director will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 30 business days of receipt of the written complaint. This response will include a decision statement together with the reasons on which the decision is based and minutes of meetings held.

If applicable, this decision may also involve talking to any other student or faculty member involved in the situation, prior to a decision being rendered. It may also involve the Dental Hygiene Program Committee.

If not resolved at this level, the student will proceed to Step 3.

3. The student will submit a completed written complaint to the Dean of Students using the contact information:

Dr. Boris Pulec
Dean of Students
1205-6th Ave
New Westminster, BC V3M 2C1
604-215-7611
Drpulec@vancouver-college-dental.org.

The Dean of Students will arrange a meeting with the student within 30 business days of receipt of the written complaint (which should include the Program Director's response with recommended solutions and the student's objections or comments regarding these solutions.)

The student will have an opportunity to make an oral presentation of the complaint at this meeting and is authorized to be represented by an agent or a lawyer. Minutes will be taken at this meeting.

The Dean of Students will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 30 business days of the meeting of receipt of the written complaint. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held.

The written reasons will advise a student, that if the student is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Branch (PTIB) (www.privateinstitutions.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 lawyer.