**Dispute Resolution Policy**

1. This policy governs complaints from students respecting NPC College of Arts+Design and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.
2. All student complaints must be made in writing.
3. The student must provide the written complaint to the Director of Concept Design Diploma Program who is responsible for making determinations in respect of complaints. If the Director of Concept Design Diploma Program is absent or is named in a complaint, the student must provide the complaint to the President of NPC College of Arts + Design .
4. The process by which the student complaint will be handled is as follows:

(1) When a concern arises, 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 Director of Concept Design Diploma Program.

(2) The Director of Concept Design Diploma Program 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 Director of Concept Design Diploma Program 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. 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 than 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 Director of Concept Design Diploma Program, the student must advise the Director of Concept Design Diploma Program as soon as possible but within five school days of being informed of the determination. The manager will immediately refer the matter to the President of NPC College of Arts + Design.

(6) The President 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 President in writing within 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 process will be considered exhausted.

Written reasons for the determination will be provided to the student within 45 days after the date on which the complaint was made.

1. The student making the complaint may be represented by an agent or a lawyer.
2. 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)).