



STUDENT DISPUTE RESOLUTION POLICY

Responsible

Senior Educational Administrator and Instructors

Policy

Story Institute provides students an opportunity to resolve disputes of a serious nature in a fair and equitable manner. This policy governs complaints from students with respect to Story Institute and any aspect of its operations. Students will not be subject to any form of retaliation as a result of filing a complaint. Students are authorized to be represented by an agent or a lawyer.

Procedure

1. When a concern arises, the student with the concern should address the issue with the person most directly involved. If they are not satisfied with the outcome at this level, they should put their concern to writing and deliver it to the Senior Educational Administrator.
2. The Senior Educational Administrator will arrange to meet with the student(s) to discuss the concern and desired resolution within 10 school days of receiving the written concern. The Senior Educational Administrator will document the conversation in the school's Incident Form. A copy shall be given to the student, a second copy shall be placed in the school's Incident Form File, and the original shall be placed in the Student File.
3. The necessary enquiries and/or investigations shall be completed and documented no later than 15 school days following the receipt of the written concerns. The Senior Educational Administrator will do one of the following within 15 days of receiving the written concerns:
 4. Determine the concerns are not substantiated; or
 5. Determine the concerns are substantiated in whole or in part; or

If it has been determined the concerns are substantiated in whole or in part, the Senior Educational Administrator or an Admissions Staff shall include a proposed resolution of the substantiated concern(s). If the student is not satisfied with the determination of the Senior Educational Administrator or the Admissions Staff, a third party mediator may be requested to assist in the resolution of the dispute.