

## STUDENT DISPUTE RESOLUTION POLICY

### Responsible

Senior Educational Administrator and Instructors

### Policy

Story Institute provides students and any aspects of its operations, an opportunity to resolve disputes of a serious nature in a fair and equitable manner. This policy governs complaints from students respecting Story Institute and any aspect of its operations. Student 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. STEP ONE: When a concern arises, the student with the concern may consider addressing the issue with the person most directly involved. If they are not satisfied with the outcome at this level or if they do not feel comfortable with this direction, the concern should be put in writing and delivered it to the Senior Educational Administrator ([michaelcoleman@storyinstitute.ca](mailto:michaelcoleman@storyinstitute.ca)). If the concern involves the Senior Educational Administrator, the issue may be presented to the Student Experience Coordinator ([mariellacostanzi@storyinstitute.ca](mailto:mariellacostanzi@storyinstitute.ca)) who will forward the concern to the Board of Directors (Fred Ewanuick, Josh Quocksister, and Daniel Heinz) for review and options for a resolution.
2. STEP TWO: 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 copy will be placed in the school's Incident Form File, and the original will be placed in the Student File. In the event the issue involves the Senior Educational Administrator, the student will meet with either the Student Experience Coordinator and/or one or more of the Board of Directors to discuss the concern and desired resolution.
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 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 Compliance Director, a third party mediator may be requested to assist in the resolution of the dispute.

6. Story Institute will provide the reasons for the determination and the consideration and the reconsideration (if any) to the student within 30 days after the date on which the student made the complaint.
7. 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.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.
8. The student making the complaint may be represented by an agent or a lawyer.