

STUDENT DISPUTE RESOLUTION POLICY

PTIRU Institution #4423 | DLI #O266418531812

Policy Title: STUDENT DISPUTE RESOLUTION POLICY

Institution: Story Institute

Effective Date: September 25, 2026

Revision Date: September 25, 2026

Responsibility: Senior Educational Administrator, designated alternate decision-maker, students and instructors

Applies To: All Story Institute students, instructors, staff, contractors, volunteers, guests and other persons participating in Story Institute activities.

1. PURPOSE

Story Institute provides students with a fair and reasonable process to resolve complaints concerning Story Institute and any aspect of its operations.

2. SCOPE

This policy applies to student complaints respecting Story Institute or any aspect of its operations. It does not replace specialized procedures such as a grade appeal, sexual misconduct process, or other policy-specific process where that process applies; however, a student may use this process for a broader complaint or where another policy directs the student here.

3. NO RETALIATION

A student who makes or is otherwise involved in a complaint will not be subject to retaliation by Story Institute as a result of making or participating in the complaint.

4. REPRESENTATION

A student who makes a complaint may be represented by an agent or lawyer.

5. HOW TO MAKE A COMPLAINT

1. A student complaint must be made in writing and should identify the concern, the relevant facts, the outcome or resolution sought, and any supporting documents reasonably available.
2. The written complaint should be provided to the Senior Educational Administrator or the designated alternate decision-maker. If the Senior Educational Administrator is named in the complaint or unavailable, the alternate decision-maker identified by the Board will receive and manage the complaint.
3. Story Institute will acknowledge receipt and identify the person responsible for making the determination.

6. INVESTIGATION AND REVIEW

1. Receipt and Initial Review

The complaint will be documented and reviewed to determine the issues, applicable policies, information required, and whether interim measures are reasonably necessary.

2. Notice and Information Gathering

Where appropriate, the person whose conduct or decision is the subject of the complaint will be informed and relevant information may be collected.

3. Opportunity to Respond

Persons whose conduct or decisions are under review will be given a reasonable opportunity to respond and provide relevant information.

4. Determination

The decision-maker will assess the information fairly and determine whether the concern is not substantiated, substantiated in whole or in part, or cannot be determined.

5. Resolution

Where a concern is substantiated, the decision-maker will identify an appropriate resolution or corrective action.

7. TIME LIMIT

Story Institute will finally resolve a student complaint within 30 days after the date on which the complaint is made, subject to any applicable legal requirement that provides otherwise.

8. WRITTEN DECISION

The reasons for the determination and any reconsideration will be provided in writing within the applicable 30-day period. The written decision will identify the determination, reasons, proposed or final resolution, and any applicable next step.

9. RECONSIDERATION

Where a reconsideration process applies, the individual responsible for reconsideration will be identified by title and will be independent of the original decision to the extent reasonably possible. If the original decision-maker is named in the complaint or otherwise conflicted, the designated alternate will act.

10. PTIRU RIGHTS

Where applicable, the written decision will advise the student of the right to make a tuition refund claim to PTIRU under the Private Training Act and the applicable time limit.

11. NO FEE

Story Institute will not impose a fee for a student complaint under this process.

12. RECORDS

Story Institute will retain records of student complaints and written reasons issued under this process in accordance with applicable regulatory record-retention requirements.

13. FAIRNESS

The process will be administered fairly and reasonably, with reasonable opportunities for the parties involved to be heard, subject to privacy, safety, confidentiality, and legal requirements.