

STUDENT DISPUTE RESOLUTION POLICY

Date of Implementation - DEC 01 2020

Date of Last Revision: September 1st, 2021

Director / Manager / Administration Staff

Position(s) Responsible for Implementing this Policy

This policy governs complaints from students with respect to the XLNC School Of Cosmetology 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.

1. All student complaints must be made in writing.
2. The student must provide the written complaint to the the Administratative staff who is responsible for making an initial determination in respect of complaints. If Administrative staff is absent or is named in a complaint, the student may provide the complaint to Manager or the Director.
3. The process by which the student complaint will be handled is as follows:
 - a. Student complaints must be made in writing.
 - b. Student complaints have to be addressed to Administrative staff for initial determination. Alternatively, student can contact the Manager or the Director in case the above individual is absent or there is a need for reconsideration of the initial determination.
 - c. The School will meet with the student and or other persons and do one of the following:
 - Determine that the concern(s) were not substantiated; or
 - Determine that the concern(s) were substantiated, in whole or in part, and/or
 - Seek solutions to the complaint.
 - d. Within 30 days after the date on which the student made the complaint, the College will provide the reasons for determination and the reconsideration (if any) to the student.
 - e. 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). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.

4. The student making the complaint may be represented by an agent or a lawyer.