

## Dispute Resolution Policy

<b>NPC College of Arts &amp; Design</b>	<b>#04313</b>
Name of Institution	Institution Number
<b>Dispute Resolution Policy</b>	<b>September 3<sup>rd</sup>, 2019</b>
Name of Policy	Effective Date
	<b>September 1, 2021</b>
	Revision Date

1. This policy governs complaints from students respecting NPC College of Arts & Design and any aspect of its operations.
2. 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.
3. The process by which the student complaint will be handled is as follows:
4. Student complaints must be made in writing.
  - ❖ Describe, in detail, how a student complaint will be handled from initiation through the final resolution of the complaint.
  - ❖ The process must include a maximum of 2 steps and provide the name, title and email of the individual responsible for making the initial determination and, if applicable, the name, title and email of the individual responsible for the reconsideration. It should also include the name, title and email of the individual(s) making a determination if that person is absent or named in the complaint.
  - ❖ The institution must provide the reasons for the determination and the reconsideration (if any) to the student within 30 days after the date on which the student made the complaint.
  - ❖ 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.
5. The student making the complaint may be represented by an agent or a lawyer.