



#101-102, 9486 120 St, Surrey, BC V3V 4B9
 604-603-ACE1 (2231)
info@acecollegecanada.com
www.acecollegecanada.com

Ace Community College		September 1, 2021
Name of Institution		Effective Date
Dispute Resolution Policy	Campus Administrator or Campus Director	September 1, 2024
Name of Policy	Position(s) Responsible	Revision Date

Ace Community College provides an opportunity for students to resolve disputes of a serious nature in a fair and equitable manner. The Dispute Resolution Policy applies to all Ace Community College students who are currently enrolled or who were enrolled within the 6-month period prior to the submission date of the written complaint. This policy does not apply to students who have been dismissed according to the Student Dismissal Policy after the dismissal date.

1. This policy governs complaints from students respecting Ace Community College 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:
 - When a concern arises, the student should address the concern with the staff member most directly involved. If the student is not satisfied with the outcome of this communication, the student must put the complaint in writing and submit it to the Campus Administrator or Campus Director.
 - The Campus Administrator or Campus Director will arrange to meet with the student to discuss the complaint and desired resolution within 5 business days of receiving the student’s written complaint.
 - Following the meeting with the student, the Campus Administrator or Campus Director will conduct whatever inquiries and/or investigations that are necessary and appropriate to determine whether the student’s complaint is valid in whole or in part. These inquiries/investigations may involve further discussion with the student either individually or with relevant school staff and/or other students. All communications must be documented in writing.
 - The necessary inquiries/investigations will be completed and a written response provided to all persons involved within 10 business days following the receipt of the student’s initial written complaint.
4. Possible outcomes that may occur:
 - If it is determined that the student’s complaint is not substantiated, the institution will provide a written explanation of the decision to the student.
 - If it is determined that the student’s complaint is substantiated in whole or in part, the institution will propose a written resolution to the student.

- A copy of the decision and all supporting documentation will be given to the student, a copy will be placed in the institution’s Student Conduct File, and the original will be placed in the student’s file.
 - If the student is not satisfied with the determination of the Campus Administrator or Campus Director, the student must submit a written appeal to the Campus Administrator or Campus Director within 5 business days of receiving the written response of the initial determination. The Campus Administrator or Campus Director will meet with the student within 5 business days of receiving the student’s written appeal.
 - The original decision will either be confirmed or varied by the Campus Administrator or Campus Director in writing within 5 business days after meeting with the student regarding the appeal. At this point, the institution’s Dispute Resolution Process will be considered exhausted.
 - A final written decision on the dispute will be provided to the student within 30 business days from the receipt of the initial written 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). 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.

Campus Administrator	604-603-2231 Ext. 105	manager@acecollegecanada.com
Campus Director	604-603-2231 Ext. 102	schawla@acecollegecanada.com