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

| **Dispute Resolution Policy** | 2025-09-17 |
|---|---|
| Name of Policy | Implementation Date |
| **Supneet Chawla, Senior Education Administrator**<br>**Oshin Charly, Program Coordinator** | 2025-09-17 |
| Position(s) Responsible | Date of Last Revision |

ACE Community College provides an opportunity for students to resolve disputes in a fair and equitable manner. The policy applies to all students who are currently enrolled or were enrolled 30 days prior to submitting a notice of written concern(s) to the Senior Education Administrator (Supneet Chawla, schawla@acecollegecanada.com) or Program Coordinator (Oshin Charly, support@acecollegecanada.com).

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.

**Procedure for Student Disputes:**

1. When a concern arises, the student should address the concern with the individual most directly involved and the Instructor of the course or program the student is enrolled in. If the student is not satisfied with the outcome at this level, the student should put their concern(s) in writing and deliver this written notice to the Senior Education Administrator and/or Program Coordinator, either in person, by email or by registered letter.

2. The Senior Education Administrator and/or Program Coordinator will arrange to meet with the student to discuss the concern(s) and desired resolution(s) within 5 business days of receipt of the notice.

3. Following the meeting with the student, the Senior Education Administrator and/or Program Coordinator will conduct whatever enquiries and/or investigations they deem necessary and appropriate to determine whether the student's concern(s) are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate College personnel.

4. All enquiries and/or investigations shall be completed, and a formal response shall be provided, within 15 business days following the receipt of the student's written notice. If it is determined that the student's concerns are not substantiated, the institution will provide a written explanation of the decision and deny the complaint. If it is determined that the student's concerns are substantiated in whole or in part, the institution will propose a resolution.

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5. The student will have 5 business days to appeal the decision. All appeals will be reviewed by the Senior Education Administrator and/or Program Coordinator within 5 business days of receipt of the notice of appeal, at which time the Senior Education Administrator and/or Program Coordinator shall supply the student with a written decision to their appeal. A copy of the decision and all supporting materials will be placed in the institution's Student Conduct File, and the original will be placed in the student's file

6. if the student is dissatisfied with the determination or has been misled by the institution regarding any significant aspect of their program of study, the student may file a complaint with the Private Training Institutions Regulatory Unit (PTIRU) (www.privatetraininginstitutions.gov.bc.ca).Complaints must be filed with PTIRU within one year of the date a student completes, is dismissed from, or withdraws from the program.

7. Students making a complaint may be represented by an agent or a lawyer, at their own expense.