



Dispute Resolution Policy

Community Wellness Foundations Certificate — Older Adult Focus

Policy Title	Effective Date	Revision Date
Dispute Resolution Policy	Upon Institutional Certification	Version 1.3

This policy is posted in a prominent place on the institution's website and on the institutional Learning Management System (Tutor LMS), and is provided to every student before the program start date.

1. Purpose

This policy sets out the dispute resolution procedures available to students enrolled at Seaside Coast College. It is intended to support fair and respectful resolution, timely review of student concerns, transparent communication, procedural consistency, and institutional accountability. It is established in accordance with the Private Training Act and the Private Training Regulation.

2. Scope

This policy applies to all students enrolled in programs offered by Seaside Coast College and to concerns relating to academic matters, institutional policies, student conduct, attendance, online learning participation, instructor interactions, administrative decisions, tuition or refund matters, institutional services, and other program-related matters.

3. Protection Against Retaliation

A student who makes, or is otherwise involved in, a complaint will not be subject to retaliation or adverse treatment by the institution at any time as a result of participating in the dispute resolution process. Retaliation against a student for participating in a complaint or review may result in institutional action.

4. Informal Resolution

Students are encouraged to attempt informal resolution, where appropriate, before submitting a formal complaint, by raising the concern with the instructor, the Senior Educational Administrator, or other appropriate institutional personnel. The institution encourages respectful and timely communication to support early resolution where possible. Informal resolution is optional and does not extend the timelines that apply once a formal written complaint is made.

5. Formal Dispute Resolution Process

All student complaints under this process must be made in writing. The process has a maximum of two steps.

30-day window. The institution provides the student with written reasons for both its initial determination and any reconsideration within 30 days of the date on which the student made the written complaint. To allow time for any reconsideration within this period, the institution issues its initial determination promptly and well before the 30 days elapse. In every case, the reasons for the determination and for any reconsideration are provided to the student within 30 days after the date on which the student made the written complaint.

Step 1 — Initial Review

A formal complaint is submitted in writing to the Senior Educational Administrator, Seaside Coast College, at lynth@seasidecoastcollege.com. The complaint should include the student's full name; the program name; a description of the concern; relevant dates; supporting documentation where applicable; and the outcome the student is requesting.

The institution does not charge any fee for using this dispute resolution process. The institution's Independent Reviewer is Lakshpreet Mann (independentreviewer@seasidecoastcollege.com), a qualified representative who is independent of the original determination. The Independent Reviewer conducts any reconsideration and acts as the alternate decision-maker where the Senior Educational Administrator is absent from, or named in, a complaint.

On receiving a formal complaint, the institution may review relevant records and documentation, communicate with the parties involved, request additional information, and assess the matter in accordance with its policies and procedures. The Senior Educational Administrator makes the initial determination and provides the student with written reasons for it.

Alternate decision-maker: if the Senior Educational Administrator is absent or is named in the complaint, the Independent Reviewer makes the determination instead.

Step 2 — Reconsideration

If the student is dissatisfied with the initial determination, the student may submit a written request for reconsideration, including the reasons for the request, any additional supporting documentation, and clarification of the outcome being requested.

A student wishing to request reconsideration must submit their request in writing to the Independent Reviewer within **10 business days** of receiving the Step 1 determination, and in any event in time for the reconsideration to be completed within the 30-day period described above. Because the institution issues its initial determination early within that period, this window allows the reconsideration to be concluded within 30 days of the written complaint. Requests received after the applicable deadline will not be considered unless exceptional circumstances apply, as determined by the Independent Reviewer.

Because the Senior Educational Administrator made the initial determination, the reconsideration is conducted by the Independent Reviewer, who provides the student with written reasons for the reconsideration determination within the 30-day period described above.

6. External Complaint — PTIRU

If a student is dissatisfied with the institution's determination and believes the institution misled the student about a significant aspect of an approved program, the student may file a complaint with the Private Training Institutions Regulatory Unit (PTIRU) at www.privatetraininginstitutions.gov.bc.ca. A complaint to PTIRU must generally be filed within one year of the student completing, being dismissed from, or withdrawing from the program. The written reasons provided to the student will advise the student of this right.

7. Representation

A student participating in the dispute resolution process may choose to be represented by an agent or a lawyer.

8. Confidentiality

Information associated with complaints, reviews, and dispute resolution processes is handled with reasonable confidentiality, subject to institutional operational requirements, procedural fairness, legal obligations, safety considerations, and regulatory requirements.

9. Recordkeeping

The institution maintains records associated with dispute resolution, including written complaints, institutional correspondence, review documentation, findings, determinations, and reconsideration requests. These records are retained in accordance with the institution's Privacy and Records Policy, which provides for retention of Class A student records for at least eight years.

10. Related Policies

This policy operates alongside the institution's other student policies, including the Student Grade Appeal Policy, Student Dismissal Policy, Respectful and Fair Treatment of Students Policy, Sexual Misconduct Policy, Privacy and Records Policy, and Student Conduct Policy.

11. Contact and Approval

Seaside Coast College · 3514 Fairmont Road, North Vancouver, BC V7R 2W9

Email: lynth@seasidecoastcollege.com · Website: seasidecoastcollege.com

Approved by: Senior Educational Administrator · Review cycle: Annual