



International  
Gateway Language  
Academy & College  
Calgary

## INTERNATIONAL GATEWAY LANGUAGE ACADEMY & COLLEGE -CALGARY STUDENT DISPUTE RESOLUTION POLICY

---

This policy governs complaints from students respecting the International Gateway Language Academy & College- Calgary and any aspect of its operations. Students will not be subject to any form of retaliation as a result of filing a complaint.

### **Dispute Resolution Policy (ESL Program)**

International Gateway Kelowna places a strong emphasis on providing students with teaching/learning experiences of a high quality. The school will address any concerns students have about their educational experience or the services they receive in a responsive and timely manner. Complaints about the teaching/learning experience raised by students shall be addressed in a way which respects the rights of all parties and which leads to the rapid resolution of the disputes. Students have the right to raise their concerns and to expect a timely response from the School. All employees of the College who deal with a complaint shall respect the student's right to confidentiality.

### **Procedure;**

Action	Responsibility
1. Meet with the instructor to discuss the complaint.	Student(s)
2. If the student(s) is not satisfied with or is not able to reach a resolution with the instructor, the student(s) will set up a meeting with their Marketer/Student Services rep. to review the complaint.	Student(s)
3. At meeting, state complaint clearly, in writing.	Student(s)
4. Listen to the concerns of the student(s) and seek clarification if needed.	Marketer/Student Services rep.
5. Explore ways to resolve the complaint.	Marketer/Student Services rep. Student(s) Instructor
6. Agree on a way to resolve the complaint.	Marketer/Student Services rep. Student(s) Instructor
7. If unable to resolve the complaint, the student will submit a written concern to the Director of Academics/Operations' office. The Director of Academics/Operations will meet with the student within 5 business days. * If the student needs assistance in writing the complaint, the Marketer/Student Services rep. will help.	Student(s) Marketer/Student Services rep.
8. Director of Academics/Operations will meet with the student and the student's Marketer/Student Services rep. to determine if the concern is substantiated or unsubstantiated. If the Director of Academics/Operations is absent or named in a complaint, the student must provide the written complaint to the Executive Director.	Student(s) Executive Director of Academics/Operations Marketer/Student Services rep.
9. Director of Academics/Operations will prepare a written summary of the determination within 45 days. A copy will be given to the student, and the original will be placed in the student's file.	Director of Academics/Operations
10. If the student is dissatisfied with the determination, he or she may file a complaint with <a href="#">Languages Canada</a> .	Student(s)