



International
Gateway Language
Academy & College
Toronto

Dispute Resolution Policy

This policy governs complaints from students in respect to IGK and any aspect of its operations. Students will not be subject to any form of retaliation as a result of filing a complaint.

The process by which the student complaint will be handled is as follows:
All student complaints must be made in writing and delivered to the Executive Director/Academics.

The Executive Director/Academics will meet with the student and the student's student advisor to determine if the concern is substantiated or unsubstantiated. If the Executive Director/Academics is absent or is named in a complaint, the student must provide the written complaint to the Executive Director/Marketing.

The Executive Director/Academics will prepare a written summary of the determination. A copy shall be given to the student, and the original will be placed in the student file.

Written reasons for the determination will be provided to the student within 45 days after the date on which the complaint is made.

If not resolved at this level, the student may submit a student complaint to the:

Superintendent of Private Career Colleges
Ministry of Colleges and Universities
77 Wellesley Street West, Box 977, Toronto, Ontario M7A 1N3

A student complaint form for submission to the Ministry of Colleges and Universities can be found at www.forms.ssb.gov.on.ca

If you are not satisfied with the resolution of your complaint, you may submit your complaint to the Superintendent of Private Career Colleges through PARIS, the new automated system. First, please go to this website:

<https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/login.xhtml>

A guide for creating a student user account is available at the following URL:

<http://www.tcu.gov.on.ca/pepg/audiences/pcc/paris-enrolment-guide-for-new-users.pdf>

If you have exhausted both your learning provider's complaints process and ACCA's, you can escalate to the appropriate regulator, details of which can be found on the ACCA website at the following

link: <https://www.accaglobal.com/gb/en/footer/toolbar/contact-us/connect/unhappy.html>

Procedure for Grade Appeal

If a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted they should discuss with their instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.

If the student is not satisfied with the instructor's findings, they should submit a written appeal to the Academic Director.

The Academic Director will obtain a copy of the assignment/test in question from the instructor and will have another instructor re-assess the test.

If the student achieves a higher grade on re-assessment, the higher grade will be assigned to the student. If the student achieves a lower grade on re-assessment, the original grade will be retained. The grade will be considered final and cannot be appealed.

The decisions on the grade appeal will be provided to students within 30 school days of IGK's receipt of the written appeal.

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 Languages Canada .	Student(s)