



INTERNATIONAL GATEWAY LANGUAGE ACADEMY & COLLEGE -KELOWNA

STUDENT DISPUTE RESOLUTION POLICY

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

1. All student complaints must be made in writing within 15 days of the alleged dispute / concerns.
2. The student must provide the written complaint to the onsite administrator who is responsible for making an initial determination in respect to the complaint. If the onsite administrator is absent or is named in a complaint, the student must provide the complaint to the Senior Education Administrator.
3. The Senior Education Administrator* will review any complaints and consult with the Managing Director** if deemed necessary.
4. The process by which the student complaint will be handled is as follows:

Dispute Resolution Policy (Vocational Programs)

Step one

- a. Within 5 business days of receiving the complaint, the Onsite Administrator or Senior Educational Administrator will arrange to meet with the student to discuss the concern(s).
- b. Following the meeting with the student, the Onsite Administrator or Senior Educational Administrator will conduct whatever further enquiry or investigation is necessary to determine whether the concerns can be substantiated.
- c. Any necessary inquiries or investigations shall be completed within 10 business days of the initial meeting with the student. This timeline can be extended with approval of the Managing Director if the complaint is deemed complicated and requires additional time.
- d. As required, the Onsite Administrator or Senior Educational Administrator will meet with the student and or other persons and do one of the following:
 - Determine that the concern(s) were not substantiated; or
 - Determine that the concern(s) were substantiated, in whole or in part.

Step two

- e. The Senior Educational Administrator will prepare a written summary of the investigation, determination and a report of what action (s) may be taken. This summary and report will be reviewed and approved by the Managing director.
 - f. A copy shall be given to the student, a copy will be placed in the institution's complaint file, and the original will be placed in the student's file.
 - g. Written reasons for the determination will be provided to the student within 30 days from the date on which the complaint was made.
5. The student making the complaint may be represented by an agent or a lawyer.

If the student is dissatisfied with the determination, and believes they have 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.]

	Name	College email
* SEA	Dr. Kris Kubinski	info@igcanada.com
** Managing Director	Mr. Onur Guler	onur@igcanada.com

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)

