



Dispute Resolution Policy

Dispute Resolution Policy
Onsite Senior Administrator

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Policy:

Individuals should always try to resolve issues informally. If a more formal approach becomes necessary, Okanagan Cosmetology Institute (OCI) will provide a fair and reasonable mechanism for resolution.

Procedure:

1. This policy governs complaints from students respecting Okanagan Cosmetology Institute Ltd and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.
2. All student complaints must be made in writing.
3. The student must provide the written complaint to the Instructor of their course who is responsible for making determinations in respect of complaints. If the Instructor is absent or is named in a complaint, the student must provide the complaint to the Director of Education.
4. The process by which the student complaint will be handled is as follows:

Step 1 - Written Resolution:

OCI asks that one or each of the party(ies) listen to the complaint and provide reasonable outcomes to an approach to solve the issue with the Instructor present if the students so chooses. Both parties will sign a copy of the notes taken at the meeting that say the outcome is satisfactory or move to step 2

Step 2 - Repeat Step 1 Written Resolution with the Director of Education

The D of Ed will set up a meeting with both parties within 7 days. After this meeting, the D of Ed will provide a proposed resolution in writing to all parties, including the SEA within 15 business days after the initial complaint was made.

If no resolution can be reached using this method, proceed to Step 3.

Step 3 – Outside Resolution

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

A) The student making the complaint may be represented by an agent or a lawyer.

B) If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch (www.privatetraininginstitutions.gov.bc.ca).