



# Dispute Resolution Policy

Effective Date: **April 23, 2021**

1. This policy governs complaints from students respecting **Canadian Southwestern College** 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 Director of Student Affairs who is responsible for making determinations in respect of complaints. If the Director of Student Affairs is absent or is named in a complaint, the student must provide the complaint to the Program Director.
4. The process by which the student complaint will be handled is as follows:  
Adult Learner that have a concern about a grade, policy, or a staff member of CSC, should first discuss their concern with their instructor or the administrator. If resolution is not possible between the adult learner and the instructor or administrator, the adult learner should submit their concern in writing for consideration by a CSC review committee. Students have up to one year of the incident occurring to file a claim about being misled. The review committee will respond within 45 business days of receiving the letter and promptly. The speaker for the CSC review committee will contact the adult learner and attempt to resolve the concern.  
It is the intent of CSC that adult learner disputes will be resolved at the adult learner /administrator level, but if it is necessary to move to the next steps, this will be done in a non-prejudicial fashion, and in a timely manner.
5. The student making the complaint may be represented by an agent or a lawyer.
6. 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](http://www.privatetraininginstitutions.gov.bc.ca)).

## Dispute of Dismissal

1. All concerns relating to Adult Learner misconduct shall be directed to the Director of Student Affairs. Concerns may be brought by officials, Adult Learner or the public.
2. The Director of Student Affairs will arrange to meet with the Adult Learner to discuss the



concerns within 5 business days of receiving the complaint or as soon as practical. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted the Director of Student Affairs will meet with the Adult Learner as soon as practical.

3. Following the meeting with the Adult Learner, the Director of Student Affairs will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.
4. Any necessary inquiries or investigations shall be completed within 10 business days of the initial meeting with the Adult Learner.
5. The Director of Student Affairs will meet with the Adult Learner and do one of the following:
  - A. Determine that the concerns were not substantiated;
  - B. Determine that the concerns were substantiated, in whole or in part, and either:
    - 1) Give the Adult Learner a warning setting out the consequences of further misconduct;
    - 2) Set a probationary period with appropriate conditions; or
    - 3) Recommend that the Adult Learner be dismissed from the Institution.
6. The Director of Student Affairs will prepare a written summary of the determination. The original will be given to the Adult Learner, a copy will be placed in the student's file stored securely in the CSC and a digital copy will be stored in the CSC's database.
  - A. If the Adult Learner is issued a warning, the Director of Student Affairs and the Adult Learner both sign the written warning and the Adult Learner is given the original, and a copy will be placed in the student's file stored securely in the college.
  - B. If the recommendation is to dismiss the Adult Learner, the Director of Student Affairs will deliver to the Adult Learner a letter of dismissal.
  - C. Please note that any written warnings or notices (including email) from CSC will count as official documents.

### **Procedure**

1. The Adult Learner will be apprised of the situation by the Supervising Teacher. The CSC places the Adult Learner on probationary status. Explicit, behavioural objectives will be identified for the Student Teacher to work on.
2. One week later there will be a review of the situation with feedback from the Supervising Teacher and the CSC.
3. Either probationary status will be removed or the Adult Learner is advised that the change in behaviour must continue in order to avoid immediate dismissal from the practicum site.

### **Please note**

1. Any forms of verbal warning given by the CSC Faculty, or any email sent from the CSC describing Adult Learner's performance in practicum or requesting the Student Teacher to change his/ her behaviour, are all forms of *formal warning* issued by the College.
2. Any termination of the practicum without an approved reason will result in an immediate dismissal from practicum.
3. Performance at practicum is strongly linked to the academic portion of the program. Therefore, failing to perform adequately at practicum may lead to dismissal from the program.



4. If the College Faculty observes through the Adult Learner's performance in practicum, that the Adult Learner does not have the professionalism or ethical attitude suitable to work in a childcare setting, an immediate dismissal from the program may result.
5. If repeated issues arise in the Adult Learner's performance at practicum, leading to serious damage of either the reputation of the College or the Practicum Site, the CSC reserves the right to terminate the Adult Learner's practicum as well as dismissing the Adult Learner from the program.
6. Before any dismissal decision is made, a meeting between various CSC staffs such as the Program Director, the Practicum Consultant, an experienced instructor, or an appropriate third party will be held, in order to discuss the Adult Learner's situation and whether the dismissal decision is needed.
7. If Adult Learner is dismissed from practicum, this is considered to be dismissal from the program because practicum is required to complete the program.