

**Policy Title:** Complaints and Dispute Resolution Policy and Procedure

**Approved by:** Campus Director

**Executive(s) Responsible:** Director, Student Services/Registrar; Academic Director; and Associate Director, Compliance and Risk Management

**Administrator(s) Responsible:** Academic Manager, Student Services Coordinator(s), and Compliance Officer

**Revision Date:** March 26, 2025

**Effective Date:** November 27, 2024

**Next Review Date:** November 27, 2025

**Institution Number:** 4119

## Background & Scope

Canadian College of Technology and Business (CCTB) provides an opportunity for students or related stakeholders to resolve complaints and disputes of a serious nature in a fair, reasonable, and equitable manner.

## Purpose of the Policy

This policy governs complaints and disputes from students or related stakeholders with regards to CCTB, its institutional partners and agents, and any aspect of its operations. Students will not be subject to any form of retaliation resulting from filing a complaint.

## Policy Statement

CCTB strives to provide quality education and experiences for students and stakeholders. Should a situation arise that prompts concerns for students, such concerns should be addressed appropriately, respectfully, and in a timely manner.

CCTB adheres to the principles of administrative law and natural justice. All parties involved in reviewing and responding to complaints or disputes will listen and respond objectively and fairly.

CCTB does not accept, nor will it address anonymous complaints from third parties which do not contain a written statement from a student giving express authority to make the complaint on the student's behalf.

All complaints, resolutions, and notes must be made in writing, and all decisions and outcomes must be placed in the confidential student file.

## 1. Grounds for Complaints

1.1. Students and CCTB stakeholders may freely make a complaint against CCTB, its institutional partners and agents, and any aspect of its operations. The points below outline the grounds or basis of complaint or dispute, including the responsible functional areas of the institution:

1.1.2. Grades, attendance, instructors, academic operations, scheduling, and administration: these matters are under the purview of the Academic Department

1.1.3. Student support services, housing, health and wellness services, career support, international student immigration advising; on and off campus activities: these matters are under the purview of the Student Services Department

1.1.4. Misleading information provided by educational agents, admissions, registration, and enrolment processes: these matters are under the purview of the Office of the Registrar

1.1.5. Campus facilities, supplies, campus security, thefts, vandalism, violence, hazards: these matters are under the purview of the Operations Department

1.1.5. Harassment and discrimination based on grounds of Indigenous identity, race, colour, ancestry, place of origin, political belief, marital status, family status, physical or mental ability, sex, sexual orientation, gender identity or expression, or age: these matters are under the purview of the Student Services Department

## 2. Complaints and Dispute Resolution Process

The process by which the complaint will be processed is as follows:

### 2.1. Step 1: Initial Investigation and Resolution

2.1.1. When a complaint or dispute arises, the complainant should first attempt to address the concern with the other party or institutional functional area (respondent) involved.

2.1.2. If the complainant is not satisfied with the outcome at this level, they should put their formal complaint in writing.

2.1.2.1 The complainant must provide the written complaint to one of the following individuals:

- Karlo Avenido, Director of Student Services/Registrar, [karlo.avenido@canctb.ca](mailto:karlo.avenido@canctb.ca)
- Jason Botelho, Campus Director, [jason.botelho@canctb.ca](mailto:jason.botelho@canctb.ca)

- If any or both of the individuals listed above are absent or are named in the complaint, the determination for investigation and resolution will be made by the Senior Educational Administrator, Shrey Chamoli ([shrey.chamoli@canctb.ca](mailto:shrey.chamoli@canctb.ca)).

2.1.3. The Director, Student Services/Registrar and Campus Director (if they are present and not named in the complaint) will then arrange to meet with the complainant to discuss the complaint and desired resolution as soon as possible, but within five (5) business days of receiving the student's written concern. The complaint may be represented by an agent or a lawyer during this meeting.

2.1.4. Following the meeting with the complainant, investigations will be conducted, to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the complainant and the respondent, either individually or with appropriate CCTB personnel. All communications must be made in writing.

2.1.5. The necessary inquiries and/or investigations shall be completed, and a response provided in writing to all involved as soon as possible, but no later than ten (10) business days following the receipt of the complainant's written concerns.

2.1.6. If it is determined that the complainant's concerns are not substantiated, CCTB will provide a written explanation of the decision and deny the complaint; or

If it is determined that the complainant's concerns are substantiated in whole or in part, CCTB will propose a resolution.

The response must specify that the complainant will have five (5) business days to appeal the decision. A copy of the decision and all supporting materials shall be given to the complainant, and the original will be placed in the student file, if the complainant is a student.

## 2.2. Step 2: Determination Appeal and Final Resolution

2.2.1. If the complainant is not satisfied with the response, they may submit an appeal by writing to the Director, Student Services/Registrar and to the Campus Director within five (5) business days of being informed of the determination. The Senior Educational Administrator will be notified of this appeal.

2.2.2. The Senior Educational Administrator will review the matter and, if necessary, may meet with the complainant within five (5) business days of receipt of the appeal. The original decision will either be confirmed or modified by the Senior Educational Administrator in writing within five (5) business days after receipt of the appeal or, if a meeting with the complainant occurred,

within five (5) business days of that meeting. At this point, the CCTB dispute resolution process will be considered exhausted.

2.2.3. Written reasons for the determination will be provided to the student within thirty (30) calendar days after the date on which the original complaint or dispute was made.

2.2.5. If the student is, or was, enrolled in an approved program, is dissatisfied with the determination, and feels they have been misled by CCTB regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Regulatory Unit ([www.privatetraininginstitutions.bc.ca](http://www.privatetraininginstitutions.bc.ca)).

### Related Legislation

- Private Training Act

### Document History

Date	Approval/Review/Key Change(s)
27 Nov 2024	Changed SEA contact identified in policy
26 Mar 2025	Revised scope and grounds of complaints to comply with EQA Code of Practice