

DISPUTE RESOLUTION POLICY

This policy governs complaints from students regarding the Language Arts Institute and/or any aspect of its operations.

A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time as a result of filing a complaint.

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

1. All student complaints must be made in writing.
2. The student must provide the written complaint to the Senior Education Administrator (Ms. Winnie Cho, languagearts.institute.bc@gmail.com) who is responsible for making determinations in respect of complaints. If the Senior Education Administrator is absent or is named in a complaint, the student must provide the complaint to the Lead Instructor and the Administrative Office (admin@languagearts.institute).
3. The process by which the student complaint will be handled is as follows:
 - a. First, a formal complaint should be submitted to the Senior Education Administrator (or Lead Instructors & Administrative Office if the Senior Education Administrator is the object of the complaint or unavailable). A meeting will then be held with the Senior Education Administrator, Lead Instructors and Administrative Office.
 - b. The complaint will be responded to in writing within two weeks after the complaint was submitted.
4. The student making the complaint may be represented by an agent or a lawyer.
5. If the student is or was enrolled in an approved program, and 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). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.

This institution is certified by the Private Training Institution Branch (PTIB). Certified institutions must comply with regulatory requirements relating to, among other things, student enrolment contracts, tuition refunds and instructor qualifications. For more information about PTIB, go to: www.privatetraininginstitutions.gov.bc.ca