
 IH Vancouver

 Name of Institution

 03987

 Institution Number

Dispute Resolution Policy

 Name of Policy

May 5, 2025

 Effective Date

May 1, 2025

 Revision Date

At International House Vancouver, we provide an opportunity for students to resolve disputes of a serious nature in a fair and equitable manner. This policy applies to all International House Vancouver students who are currently enrolled or were enrolled prior to submitting their concerns.

We believe in handling all disputes or grievances efficiently, fairly, and without bias. Our aim is to encourage all parties involved to try to resolve issues informally through calm and respectful discussions, avoiding any rude or unkind remarks or personal attacks. However, if an informal approach does not lead to a satisfactory resolution, a more formal process becomes necessary to provide a fair and reasonable mechanism for resolution. Students will not be subject to any retaliation as a result of their complaint.

The Dispute Resolution Process is as follows:

1. When a concern arises, the student should first attempt to address it with the individual most directly involved. A student making a complaint may make oral submissions and/or have a person (agent or lawyer) present with them at all stages of the proceedings and/or make oral submissions on behalf of the student. Student will not be subject to any retaliation as a result of their complaints. If unsatisfied with the outcome, the student would submit a written complaint to the Director of Studies (DOS) or designate. Should this person be absent or be named in the complaint, the student should submit the written complaint to the Senior Education Administrator (SEA).
2. The DOS or designee will arrange to meet with the student to discuss the concern as soon as possible and within five (5) business days of receiving the student's written complaint.
3. Following the meeting, the Director of Studies or designee will conduct any necessary enquiries and/or investigations and provide a written response to the student that includes the reason(s) for determining the complaint.
4. If the student is not satisfied with the determination of the Director of Studies or designee, the student must advise the Director of Studies or designee. The Director of Studies or designee will immediately refer the matter to the Senior Education Administrator (SEA) or designate, who will review the matter and meet with the students within five (5) business days. The SEA will either confirm or vary the determination of the Director of Studies. Decision will be made as soon as possible and the dispute process, including any appeal, will take no longer than 30 business days after the complaint was first received. At this point the institution's Dispute Resolution Process will be considered exhausted. The responsibilities of the Student, Director of Studies, and Senior Education Administrator are as follows.

5. After having exhausted the Dispute Resolution Process, if the student is not satisfied with the institution's resolution of his/her complaint in accordance with the procedure herein set out, the student may file a claim with the Board of Directors (<http://www.languagescanada.ca/en/contact>) or (1-604-625-1532) for resolution in accordance to the terms and conditions of the Dispute Resolution Policy for Languages Canada (available for download at www.languagescanada.ca). Students may also file a claim with the Private Training Institutions Regulatory Unit (PTIRU) of the Ministry of Post-Secondary Education and Future Skills (<https://www.privatetraininginstitutions.gov.bc.ca/>) on the basis that the Institution misled the student regarding any significant aspect of an approved program.

All disputes will be recorded and retained by International House Vancouver for eight (8) years, including copies of all relevant documentation. We are committed to ensuring that our students have a supportive and transparent process for resolving disputes, and we value your feedback to help us continuously improve and enhance your experience at International House Vancouver.

The Student's Responsibilities

The student must communicate his/her concern in writing to the relevant faculty member. Students are encouraged to address any concerns immediately and seek to utilize Student Services Support before participating in the Dispute Resolution process. Students should also retain copies of any written correspondence with the Institution.

Should the student be unable or unwilling to approach the faculty member, or should concerns remain unaddressed by said faculty member, the student may contact the Director of Studies in writing, who will assist in determining an appropriate resolution. The student has the right to have a person present with them at all stages of any proceedings that may result, and to have this person, or an agent or lawyer, address any concerns on the student's behalf.

The Director of Studies' Responsibilities

Within five (5) working days of the submission of the complaint, the Director of Studies must:

- (a) hear the student's complaint;
- (b) if necessary, ensure the complaint is prepared in writing (either by the student or by alternate means); and
- (c) obtain the approval of both parties, evidenced by a signature, regarding the contents of the complaint or, if one or both parties object to the content, a list of concerns that such a party has.

The Director of Studies will investigate the merits of the complaint, which may include, but not limited to, an in-depth discussion with faculty member(s), the complainant or any other students who may be involved. The Director of Studies is responsible for identifying the appropriate person to address the complaint and for notifying the student(s) involved of the status of the complaint process. If the Director of Studies is absent or named in the complaint, the Director of Student Services will assume responsibility for making a determination in respect of the student complaint.

The Director of Studies or designate must record all resolution plans/decisions, as well as the reasons for such resolutions/decisions. The decision and resolution plans must be signed by both the faculty member/staff and the student who filed the complaint. A copy of the will be provided to the student, and

the original will be filed in the student's academic file. If the parties agree to a mutual resolution, such resolution must be implemented. The Director of Studies will follow up to ensure the resolution resolves the student's complaint in a satisfactory manner. A student who disagrees with the Director of Studies' assessment of the complaint may escalate his/her concerns to the Senior Education Administrator.

The Senior Education Administrator Responsibilities

If the student is not satisfied with the determination of the Director of Studies, the student may wish to submit an appeal to the Senior Education Administrator. Within five (5) business days, the Senior Education Administrator will contact all relevant parties to gather information regarding the concern and conduct an investigation. Once the investigation is complete, the Senior Education Administrator will respond to the student in writing.

Record of Complaints

The Institute will keep a record of all complaints in the student file at the campus where the complaint originated for a minimum of eight (8) years from the date of the decision relating to the complaint. A copy of the complaint and any other submissions on file with respect to the complaint and/or the decision reached will be included in the record. Any student who makes a complaint will be provided with a copy of the record of the complaint if a student is not satisfied with the Institute's resolution of their complaint.

Contact Information

Title	Email
Director of Studies	academics@ihvancouver.com
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