



Dispute Resolution Policy

AC110 -D	Academic	Dispute Resolution
Handbooks	Diploma	
Programs	All	
	Effective Date	July 2012
	Revised	February 2025
	Accountability	Dean of Programs; Leadership Team
Documents/Forms	Dispute Resolution Form	

Where applicable, Western Community College (the College) policy will be used in settling disagreements. This policy governs complaints from students with respect to the College operations in the delivery of all programs.

Policy

- All student complaints must be made in writing. All letters of dispute must be filed with the College within 1 month of the date of the occurrence.
- Students will not be subject to any form of retaliation by the institution at any time as a result of filing a complaint.
- Names, titles and emails of responsible individuals in this policy can be found at the end of this policy

Procedure

- The student initiating the complaint is responsible for first discussing the concern directly with the student and/or staff member involved. If the parties are unable to resolve the matter through this discussion, the student must submit a written complaint to the Dean of Programs outlining their understanding of the situation and the remedy they are seeking.
- A meeting with the Dean of Programs may be scheduled. The Dean of Programs will seek further clarification (written or verbal) from all parties. The process of gathering information may serve, if all are agreeable, as mediation. The Dean of Programs is responsible for making determinations.

Other Details

- If the Dean of Programs is the focus of the complaint or is not available, the complaint will be addressed by the President.
- The individual making the complaint may be represented by an agent or a lawyer.
- The student / staff member/ Dean of Programs may request a third-party to attend the meeting for the purpose of support, advice, or representation.

- The Dean of Programs will provide the student/staff member with a written decision, including conclusions and recommendations. The delivery of this decision should not exceed thirty (30) days from the initial date the dispute was filed.
- If the student is or was enrolled in an approved program is still dissatisfied with the outcome, they may appeal to the Academic Council Dispute Resolution Subcommittee, headed by the Senior Administrator, within three (3) days of having received a written decision from the Dean of Programs.
- The Academic Council subcommittee will review all documents and if necessary, will set up an appeal hearing involving all parties, within five (5) days.
- Academic Council subcommittee decisions are final.
- Written reasons for the determination will be provided to the student within two (2) days after the Academic Council subcommittee hearing.
- The College will retain a file of all complaints made by students and decisions issued under the dispute resolution policy for five years.
- Western Community College will provide the reasons for determination and the reconsideration **(if any) to the student within 30 days after the date on which the student made the complaint.**
- 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 Regulatory Unit (www.privatetraininginstitutions.gov.bc.ca). Complaints must be filed with PTIRU within one year of the date a student completes, is dismissed from, or withdraws from the program.

Names, titles and emails of responsible individuals:

Vandana Khetarpal
Dean of Programs
dean@wcc.ca

Gurpal Dhaliwal
President
president@wcc.ca

Rimpy Kaur
Senior Administrator
senioradmin@wcc.ca