

## AC110 Dispute Resolution

| AC110           | Academic                | Dispute Resolution |
|-----------------|-------------------------|--------------------|
| Handbooks       | All                     |                    |
| Programs        | Degree                  |                    |
|                 | Effective Date          | April 2020         |
|                 | Revised                 | August 2026        |
|                 | Accountability          | Dean of Programs   |
| Documents/Forms | Dispute Resolution Form |                    |

### *Policy Statement*

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

- 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 as a result of filing a complaint.

### *Scope*

- This policy applies to areas other than Grade Appeal (AC112) or Sexual Misconduct and Harassment (HS104) or other disputes or disagreement for which there exists a written policy.

### *Procedure*

- The complainant is responsible for informing the parties involved in the dispute. If a resolution cannot be found between the parties, the complainant will send a written complaint to the Dean of Programs detailing the complainant's understanding of the situation and suggesting a remedy. The Dean of Programs is responsible for determining the resolution of the case.
- 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 individual making the complaint may be represented by an agent or a lawyer.
- If the focus of the complaint is on the Dean of Programs, the complaint will be addressed by the Vice-President Academic.
- 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 respondent (the person against whom the complaint is made) will be given an opportunity to respond.

- The Dean of Programs will provide the students, staff or faculty member with a written decision, including conclusions and recommendations. The delivery of this decision should not exceed ten (10) days from the initial date the dispute was filed.
- If the complainant is still dissatisfied with the outcome, the appeal may be forwarded to the Dispute Resolution Committee within ten (10) days of having received a written decision from the Dean of Programs.
- The Dispute Resolution Committee will review all documents and if necessary, will set up an appeal hearing involving all parties within ten (10) days.
- The decisions of the Dispute Resolution Committee are final.

The College will retain a file of all complaints made by students and decisions issued under the dispute resolution policy for five years.