



Problem Resolution Policy

English Encounters provides an opportunity for students to resolve disputes of a serious nature in a fair, reasonable and equitable manner.

Procedure:

1. When a concern arises, the student should first attempt to address it with the individual most directly involved (e.g. by an oral discussion with their Teacher).
2. If dissatisfied with the outcome, the student should submit a complaint to the Academic Leader who will arrange to meet to orally discuss the concern and desired resolution within five (5) school days of receiving the student's statement of concern.
3. Should this person be absent or be named in the complaint the student should submit the complaint to the Director, who will arrange to meet with the student to orally discuss the concern and desired resolution within five (5) school days of receiving the student's concern.
4. Following the meeting with the student, the Academic Leader (or Director) will conduct whatever enquiries and/or investigations are necessary and provide a written response to the student that includes reasons for the determination on the complaint. The written reasons will be provided no later than 20 school days following the receipt of the student's written complaint.
5. If the student is not satisfied with the determination of the Academic Leader, the student must advise the Academic Leader in writing within five (5) school days of being informed of the determination. The Academic Leader will immediately refer the matter to the Director of English Encounters. The Director will review the matter and meet with the student. If the dispute is a concern about an academic issue, the Academic Leader may be involved for resolution.

The determination will be notified to the student (in writing) within 20 school days following the receipt of the student's written complaint. At this point the Dispute Resolution Process will be considered exhausted.

- Students making a complaint may be accompanied and/or represented by an agent, lawyer, or other representative.
- Students will not be subject to any retaliation as a result of their complaint.

After exhausting the dispute resolution process, a student may file a claim with Languages Canada on the basis that the institution misled the student regarding any significant aspect of an approved program.

https://www.languagescanada.ca/web/default/files/LC_Dispute_Resolution_Policy_2015_1_0go.pdf

Please note: The student and the English Encounters personnel involved shall receive a written summary of the above determination. A copy of all documentation relating to every student's complaint should be signed by all parties. A copy shall be given to the student and the original will be placed in the student file.