



Vancouver TESOL Training Centre - VTTC

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**Dispute Resolution/Grade Appeal Policy**

**Date 20/11/2015**

Implementation Date

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**Director of Studies and principal**

Position(s) Responsible for Administering this Policy

**Policy:**

**Vancouver TESOL Training Centre** provides an opportunity for students to resolve disputes of a serious nature and grades appeals in a fair, reasonable and equitable manner.

The policy applies to all students who are currently enrolled or were enrolled 6 months prior to the submission of their concern to the Director of Studies.

**Procedure for Student Disputes:**

1. When a concern arises, the student should first attempt to address the concern with the individual most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the Director of Studies.
2. The Director of Studies will arrange to meet with the student to discuss the concern and desired resolution as soon as possible but within five school days of receiving the student's written concern.
3. Following the meeting with the student, the Director of Studies will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those enquiries may involve further discussion(s) with the student either individually or with appropriate Vancouver TESOL Training Centre personnel. All communications must be in writing.
4. The necessary enquiries and/or investigations shall be completed and a response provided in writing to all involved as soon as possible but no later than 10 school days following the receipt of the student's written concerns.

- a. If it is determined that the student's concerns are not substantiated, the Institution will provide a written explanation of the decision and deny the complaint; or
- b. If it is determined that the student's concerns are substantiated in whole or in part, the Institution will propose a resolution.

The response must specify that the student will have five school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student, a copy will be placed in the Institution's Student Conduct File, and the original will be placed in the student file.

If the student is dissatisfied with the result and feels that he or she has been misled by the Institution, he or she may file a complaint with the Private Career Training Institutions Agency (PCTIA).

**Procedure for Grade Appeal:**

1. If a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted he/she should discuss with his/her instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.
2. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she should submit a written appeal to the Director of Studies.
3. The Director of Studies will obtain a copy of the assignment/test in question from the instructor and will have another instructor re-assess the test. .