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<b>I-Lander College</b>		<b>04556</b>
Name of Institution		Institution Number
	<b>01.01.25</b>	<b>01.01.26</b>
<b>Dispute Resolution Policy</b>		
Name of Policy	Effective Date	Established Revision Date

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## Dispute Resolution Policy

**Responsible Parties for Enforcement:** Campus Director and/or Senior Education

Administrator

### Policy Overview:

1. This policy governs the process for handling student complaints related to I-Lander College and any aspect of its operations.
2. A student who files a complaint or is involved in a complaint will not face retaliation from the institution at any time.
3. The complaint process is as follows:
  - o All complaints must be submitted in writing.
  - o The student should submit the written complaint to the Campus Director, [Mandy Singh \(info@ilandercollege.com\)](mailto:info@ilandercollege.com)
4. The Campus Director will review the complaint and consult with the Senior Education Administrator if necessary.
5. The process for handling the complaint is as follows:
  - o Within 5 school days of receiving the complaint, the Campus Director will meet with the student to discuss the issue(s).
  - o After the meeting, the Campus Director will conduct any necessary inquiries or investigations to determine whether the concerns can be substantiated.
    - If the concerns are unsubstantiated, the matter will be concluded.
    - If the concerns are substantiated, in whole or in part, the Campus Director will take appropriate action.
  - o The Campus Director will prepare a written summary of the determination, including the rationale for the decision and any follow-up actions, and will provide this to the student within 30 days of receiving the complaint.
  - o A copy of the summary will be placed in the institution's complaint file, and the original will be added to the student's file. If the student is under 19 years of age, a copy will also be sent to the student's parent/guardian.
6. The student may be represented by an agent or legal counsel during the complaint process.
7. The student will be advised that if they are dissatisfied with the determination and believe they were misled by the institution regarding any significant aspect of the program, they may file a complaint with the Private Training Institutions Regulatory Unit (PTIRU) within one year of completing, being dismissed from, or withdrawing from the program. Further details can be found on the PTIRU website: <https://www.privatetraininginstitutions.gov.bc.ca/>.



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