



Dispute Resolution Policy

Career City College

Table with 3 columns: Name of Institution, Effective Date, Revision Date. Values: #4071, January 17th, 2024, March 13th, 2026.

RESPONSIBILITY: Compliance Officer, Senior Educational Administrator, Onsite Administrator

CEO: Jag Basran, jbasran@careercitycollege.ca or Ph: 250-410-3056

COMPLIANCE OFFICER: Sunit Koli, sunit@careercitycollege.ca or Ph: 250-317-2222

SENIOR EDUCATIONAL ADMINISTRATOR: Jenny Koropatnicki, jenny@careercitycollege.ca or Ph: 250-410-3061

ONSITE ADMINISTRATOR CONTACT: Mayu Tanaka, studentservices@careercitycollege.ca or Ph: 250-410-4393

- 1. This policy governs complaints from students respecting Career City College and any aspect of its operations.
2. A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time.
3. The process by which the student complaint will be handled is as follows:

Student complaints must be made in writing.

The student must provide the written complaint to the onsite administrator who is responsible for making an initial determination in respect to the complaint. If the onsite administrator is absent or is named in a complaint, the student must provide the complaint to the Senior Education Administrator.

The Senior Education Administrator will review any complaints and consult with the Compliance Officer if deemed necessary.

The process by which the student complaint will be handled is as follows:

- a. Within 5 college days of receiving the complaint, the Onsite Administrator or Senior Educational Administrator will arrange to meet with the student to discuss the concern(s).



## Dispute Resolution Policy

- b. Following the meeting with the student, the Onsite Administrator or Senior Educational Administrator will conduct whatever further enquiry or investigation is necessary to determine whether the concerns can be substantiated.
  - c. Any necessary inquiries or investigations shall be completed within 10 college days of the initial meeting with the student. This timeline can be extended with approval of the Compliance Officer if the complaint is deemed complicated and requires additional time.
  - d. The Onsite Administrator or Senior Educational Administrator will meet with the student and or other persons and do one of the following:
    - I. Determine that the concern(s) were not substantiated; or
    - II. Determine that the concern(s) were substantiated, in whole or in part.
  - e. The Senior Educational Administrator will prepare a written summary of the determination and a report of what action (s) may be taken. This summary and report will be reviewed and approved by the Compliance Officer.
  - f. A copy shall be given to the student, a copy will be placed in the institution's complaint file, and the original will be placed in the student's file.
  - g. Written reasons for the determination will be provided to the student within 30 days after the date on which the complaint was made.
4. The written reasons will advise a student, that if the student is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Regulatory Unit (PTIRU)([www.privatetraininginstitutions.gov.bc.ca](http://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.]
  5. The student making the complaint may be represented by an agent or a lawyer. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the College regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Regulatory Unit (<https://www.privatetraininginstitutions.gov.bc.ca/>).

Note: This is only applicable for programs requiring PTIB approval