

Dispute Resolution Policy

Canadian Acupressure College		973
Name of Institution		Institution Number
	September 1, 2021	October 1, 2021
Dispute Resolution Policy		
Name of Policy	Effective Date	Revision Date

1. This policy governs complaints from students respecting the Canadian Acupressure 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. When a student is in dispute or conflict with another student, staff member, or the administration, they are first encouraged to contact the person they are in dispute/conflict with, and settle it between themselves.
4. If the above concerns are not resolved to the satisfaction of all parties involved, the student must provide a written Complaint.
5. The process by which the student complaint will be handled is as follows:
 - Student complaints must be made in writing to the Director through email cai@islandnet.com.
 - These concerns will be responded to within thirty (30) days from the date of the receipt of the complaint.
 - Should an irresolvable disagreement occur between the student and the CAC, a mediator suitable to both parties may be designated to review the complaint within seven (7) days of the student receiving the written Report.
 - 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 Branch (PTIB) (www.privatetraininginstitutions.gov.bc.ca). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.]
6. The student making the complaint may be represented by an agent or a lawyer.