

# Dispute Resolution Policy

Canadian Acupressure College		973
Name of Institution		Institution Number
	<b>September 1, 2021</b>	<b>May 2, 2023</b>
<b>Dispute Resolution Policy</b>		
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](mailto:cai@islandnet.com). If the Director is absent or named in a complaint, the student must provide the complaint to the Sanction Committee of Natural Health Practitioners of Canada (NHPC) through email [publiccomplaints@nhpcanada.org](mailto:publiccomplaints@nhpcanada.org)
  - Within seven (7) days of receiving the complaint a meeting of the perceived problem will be arranged between the student and Director.
  - Following the meeting with the student, the institution will provide written reasons for the determination and the reconsideration (if any) to the student within 30 days from the date of the receipt of the complaint.
  - 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](http://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.