

Dispute Resolution Policy & Process

Whistler Adventure School

3879

Name of Institution

Institution Number

9/1/21

9/1/25

Dispute Resolution Policy

Name of Policy

Effective Date

Revision Date

1. This policy governs complaints from students respecting Whistler Adventure School and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.
2. All student complaints must be made in writing.
3. The student must provide the written complaint to the Operations Manager who is responsible for making determinations in respect of complaints and how they are directed further. If the Operations Manager is absent or is named in a complaint, the student must provide the complaint to the Senior Education Administrator.
4. The process by which the student complaint will be handled is as follows:

Policy:

Whistler Adventure School provides an opportunity for students to resolve disputes of a serious nature and grades appeals in a fair and equitable manner.

The policy applies to all Whistler Adventure School students who are currently enrolled or were previously enrolled.

Procedure for Student Disputes:

1. When a concern arises, the student should 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 WAS Operations Manager.
 - 1A. The student making the complaint may be represented by an agent or a lawyer.

2. The Operations Manager 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 Senior Education Administrator 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 inquiries may involve further discussion(s) with the student either individually or with appropriate Whistler Adventure School personnel.
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 ten school days following the receipt of the student's written concerns. One of the following may happen:
 - 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 should specify 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.

5. If the student is not satisfied with the determination of the Senior Education Administrator, the student must advise the Senior Education Administrator as soon as possible but within five school days of being informed of the determination. The Senior Education Administrator will immediately refer the matter to the Owner of the Institution.
6. The Owner of the institution will review the matter and may meet with the student as soon as possible but within five school days of receipt of the student's appeal.
7. The original decision will either be confirmed or varied by the Owner in writing within 5 school days after meeting the student. At this point the Institution's Dispute Resolution Process will be considered exhausted.
8. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she

may file a complaint with the Private Training Institutions Branch (www.privatetraininginstitutions.gov.bc.ca).

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 Senior Educational Administrator.
3. The Senior Educational Administrator will obtain a copy of the assignment/test in question from the instructor and will have another instructor conduct a review.
4. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
5. Once the re-assessment is complete, the Senior Educational Administrator will review the process and, once his/her review is complete, the grade will be considered final and cannot be appealed.
6. The decisions on the grade appeal will be provided to students within 30 school days of Whistler Mountain Adventure School's receipt of the written complaint.