

## Dispute Resolution Policy

Pacific Rim Early Childhood Institute Inc. provides an opportunity for students to resolve disputes in a fair and reasonable manner.


### **Dispute Resolution Process:**


When a concern arises, the student should first attempt to address it with the individual most directly involved. If unsatisfied with the outcome, the student should submit a written complaint to the Director of Operations. If unsatisfied with the outcome, the student can submit a written complaint to the Director of Operations (Shawna Harline) by writing an email to [dispute1@earlychildhoodeducator.com](mailto:dispute1@earlychildhoodeducator.com) within fourteen (14) days of the incident. Should this person be absent or be named in the complaint the student should submit the written complaint to the Executive Director (Amanda Nelson) by writing an email to [dispute2@earlychildhoodeducator.com](mailto:dispute2@earlychildhoodeducator.com).

The Executive Director or Director of Operations will arrange to contact the student to discuss the concern as soon as possible and within fourteen (14) business days of receiving the student's written complaint. Following the meeting with the student, the Executive Director or Director of Operations will conduct whatever enquiries and/or investigations are necessary and provide a written response to the student that includes reasons for the determination of the complaint. The written reasons will be provided no later than thirty (30) days following the receipt of the student's written complaint.

Students will not be subject to any retaliation as a result of their complaint and may be represented by an agent or lawyer.

After having exhausted the dispute resolution process, a student may file a claim with the Private Training Institutions Regulatory Unit (PTIRU) of the Ministry of Post-Secondary Education and Future Skills ([www.privatetraininginstitutions.bc.ca](http://www.privatetraininginstitutions.bc.ca)) on the basis that the institution misled the student regarding any significant aspect of an approved program. Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.

 (250) 597-4547

 (250) 294-7863

 Box 1086, Cobble Hill, BC V8H 4C9

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