

Dispute Resolution Policy

Institution: Interior Heavy Equipment Operator School

BC, PTIRU #: 03395

AB, PCCB #: 7311

Policy: Dispute Resolution Policy

Effective: Jan. 27, 2022

Revision Date: Feb. 21, 2025

This policy governs student complaints about the Interior Heavy Equipment Operator School and any aspect of its operations. Students will not be subject to any form of retaliation for filing a complaint.

1. This policy governs complaints from students respecting IHE Operator School 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. An agent or a lawyer may represent the student making the complaint.
4. Students should refer to the IHE Student Handbook for outlined policies and regulations.
5. The process by which the student complaint will be handled is as follows:

NOTE: Student complaints must be made in writing.

Step 1: If a student wishes to dispute an issue related to the course he/she is involved in, he/she must first contact their On-Site Administrator or Site Supervisor to discuss the concern. The issue will be documented, and an attempt will be made to resolve the matter. If the On-Site Administrator or Site Supervisor is named in the complaint, the student must proceed to Step 2.

Step 2: If the solution is not satisfactory, the student must outline in writing the nature of the dispute and reasons why they are not satisfied. The written submission must be sent directly to the attention of the Dean of Education at deanofeducation@iheschool.com and the Office of the Registrar at registry@iheschool.com.

Step 3: The matter will then be reviewed and discussed with either the On-Site Administrator, Site Supervisor, or both, the Dean of Education, the Registry Department, and any other relevant staff or student body (if appropriate). The Dean of Education will respond in writing to the student as soon as possible, within 7 days of receiving the student's written concerns.

Step 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 BC Private Training Institutions Regulatory Unit (PTIRU) www.privatetraininginstitutions.gov.bc.ca within one year of the date a student completes, is dismissed from, or withdraws from the program. For Alberta, student complaints can be submitted to the Private Career Colleges and Compliance Branch (PCCB) by sending a detailed email to pcc.compliance@gov.ab.ca within 6 months from the last date of attending the course.

Step 5 Optional: If the student is still dissatisfied with the Dean of Education's decision and prefers mediation, they must notify the school in writing within 10 days. Once received by the school, the Interior Heavy Equipment Operator School and the student shall jointly designate a mediator. The cost of the mediator shall be borne equally by the Interior Heavy Equipment School and the student. Interior Heavy Equipment School and the student must make a good-faith effort to resolve the issue through mediation.