



Dispute Resolution Policy

PTIRU-BC # 03395

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 the 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 with the school's decision. The written submission must be sent directly to the attention of 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 or Site Supervisor, Registrar, COO, and any relevant staff (if appropriate). Either the Site Supervisor or the Registrar, COO will respond in writing to the student within 10 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 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 school'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 students. Interior Heavy Equipment School and the students must make a good-faith effort to resolve the issue through mediation.