

## DISPUTE RESOLUTION POLICY FOR STUDENTS

The Electrical Joint Training Committee Society (PTIB Institution 2629) seeks to create an educational and training environment that is safe and free of conflict. Operational policies and procedures have been developed with stress effective communication and encourage harmony and respect within the organization.

This policy governs complaints from students respecting the Electrical Joint Training Committee Society and any aspects of its operations. The student will not be subject to any form of retaliation as a result of this filing.

Whenever a student is making a complaint to the Institution, the Institution should inform the student of their right to initiate the Dispute Resolution process.

For this Dispute Resolution Policy to be applicable, a student complaint must be made in writing and addressed to the Managing Director, Phil Davis ([pdavis@ejtc.org](mailto:pdavis@ejtc.org)) who is responsible for making determinations in respect of complaints. If the Managing Director is absent or is named in a complaint, the student must provide the complaint to our Program Lead, Rosa Riordan ([rriordan@ejtc.org](mailto:rriordan@ejtc.org)) of the Electrical Joint Training Committee.

The process by which the student complaint will be handled is as follows:

- i. Within three (3) days of receiving the complaint, the Managing Director (or President) will contact the concerned parties and provide any assistance that seems appropriate, to seek a mutually satisfactory resolution.
- ii. If the dispute is not mutually resolved within four (4) days, the Managing Director (or President) will receive formal submissions, either verbally or in writing, from the person(s) involved.
- iii. Within three (3) working days following the submissions, the Managing Director (or President) will render a decision and inform those involved.
- iv. If the parties accept the decision of the Managing Director (or President), the matter is considered closed. If the decision is not accepted, the matter will be referred immediately to the President (or Vice-President if the Managing Director is named in the complaint) of the Electrical Joint Training Committee, for reconsideration.
- v. Written reasons for the determination and the reconsideration (if any) will be provided to the student within thirty (30) days after the date on which the student complaint was made.

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 (1) year of the date a student completes, is dismissed from or withdraws from the program.

The student making the complaint may be represented by an agent or a lawyer.

If a student does not want to make a formal written complaint but would like to make a *informal verbal* complaint only, it is important to note that a verbal complaint is not a request for action. If the EJTC does not think that there are serious safety risks whereas the institution would have a legal obligation to act, then the institution will seek to provide a compassionate and supportive response that is mutually acceptable to the student.

These informal, verbal complaints should be brought forward to our Program Lead, Rosa Riordan ([rriordan@ejtc.org](mailto:rriordan@ejtc.org)) or to the Managing Director, Phil Davis ([pdavis@ejtc.org](mailto:pdavis@ejtc.org)). The institution may record a written summary of the conversation in a follow up email and include a copy of the summary in the student's records.