

DISPUTE RESOLUTION

1. INTRODUCTION

BICC assures students that any concerns they have about their educational experience are dealt with in a responsive and timely manner. Both the Faculty Member and Student will be taken into consideration should any conflict arise at BICC. This Policy is also applicable to all levels of staff at BICC.

This policy concerns student complaints about pedagogical issues, the quality of the students' educational experience and/or any serious complaints about inappropriate academic behaviour of the Faculty Member/Instructor. In addition to this, the policy deals with issues that may arise between staff members and between the employee and their superiors per BICC's Organizational Chart.

2. PROCEDURES FOR INVESTIGATING A COMPLAINT

Students who have concerns about the quality of education should approach the appropriate Faculty Member/Instructor. If they are unable to talk to him/her or the issue is unaddressed, students may contact the Director at BICC.

The process for initiating a complaint and the follow-up investigation is outlined below:

STUDENT

- 2.1. Approach the relevant faculty member/instructor and either outline concerns in person or in writing. (If a written letter is provided, instructor is also to retain a copy of the letter).
- 2.2. If unable or unwilling to approach the appropriate faculty member, or where concerns remain unaddressed by the faculty member/instructor, the Director will provide guidance with the resolution.

DIRECTOR

- 2.3. Hear the student complaint and if necessary, ensure the complaint is prepared in writing (either by him/herself or the students) and have the complainant sign that version. Student is welcome to bring along a peer or representative when speaking with the Director about his/her complaint.
- 2.4. Investigate the merits of the complaint (which could include detailed, in-depth discussion with the faculty member/Instructor, the complainant or other students, or any other investigation method deemed appropriate by the Director).
- 2.5. Notify the students of the status of the complaint process.
- 2.6. If required, bring the faculty member/instructor and students together to discuss the situation to clarify the complaint. Once again, the student is permitted to bring a peer or representative to the meeting.
- 2.7. If the complaint has merit, work out a resolution with the faculty member/Instructor first and advise the student how to proceed.
- 2.8. If the complaint lacks merit (e.g., if students have not regularly attended class or completed assignments, or cannot identify a specific area of concern), inform the students and provide reasons why a further investigation will not occur.

3. PROCEDURE TO RESOLVE THE COMPLAINT

When required, the Director proceeds with student/faculty meetings as outlined below.

3.1. Meeting with Faculty Member

If the Director feels the student's claims have merit, the following steps will be initiated so as to resolve the complaint in a timely, efficient manner:



Arrange a meeting with the faculty member/instructor in order to resolve the complaint.

3.2. During the Meeting

- 3.2.1. Provide the faculty member/instructor with a detailed summary of the student's complaints.
- 3.2.2. Give the faculty member/instructor an opportunity to address the specific concerns, and together develop a strategy to rectify the situation. This strategy will be written on the "Dispute Resolution Strategy" handout and a copy will be kept by both the faculty member/instructor as well as the Director.
- 3.2.3. Establish a follow-up timeframe (e.g., after 3 classes) at which time the faculty member is to report on how the situation is progressing.
- 3.2.4. Director notifies the student that his/her complaint has been discussed with the faculty member/instructor. Director will hold a meeting with student and outline the strategy developed by the faculty member/instructor. Director will clarify any questions the student may have at this time. Here, student may also bring peer or representative.

3.3. After the Meeting

- 3.3.1. Director asks the student to report whether the situation has improved after the agreed timeframe (written statement as well as a verbal conversation with the Director).
- 3.3.2. Follow-up with faculty member/instructor or student if they fail to provide feedback after the required timeframe.

3.4. Student and Faculty Member Forum

- 3.4.1. If the situation is not resolved, the Director will:
- 3.4.2. Convene a forum where students can express their issues in person to the faculty member/instructor.
- 3.4.3. Ensure that the forum is conducted in a respectful and professional manner where the faculty member/instructor as well as the student receives ample opportunity to express their views.
- 3.4.4. Jointly develop a strategy to rectify the situation and establish a time frame to resolve the complaint. This strategy will be written and a copy obtained by the Director, faculty member/instructor and the student.
- 3.4.5. Follow up within one week's time with the faculty member and the complainant, as described above, to make sure the situation has been fully resolved.
- 3.4.6. If the preceding forum has not solved the problem between complainant and faculty member, then the Director will take the matter up to the Board of Directors of Languages Canada for resolution.
 - * The Languages Canada Dispute Resolution Policy is available to all students at the Student Services Department.
 - * Please refer to the last page of this policy document to obtain further information on how you can contact Languages Canada for alternative dispute resolution procedure.



Dispute Resolution Strategy

Personal Information	
Date of Report	
Faculty Member's First Name	
Faculty Member's Last Name	

Nature of Dispute (To be completed by Director)

5. Plan of Action

This strategy has been created in conjunction with the Director and Faculty Member.
Step 1
Step 2
Step 3
Step 4



Step 5
Additional Notes:

 Faculty Member Signature
 Date

 Director Signature
 Date:

Please Note:

Students must read and understand BICC’s Dispute Resolution Policy. This policy is made available at the Student Services Department, is kept with the Student Counsellors, is posted on BICC’s website and made available on BICC’s Bulletin Board. Questions or inquiries should be directed to the Student Services Department for further clarification. In addition to this, the Languages Canada Dispute Resolution Policy is made available at the Students Services Department and is also readily available with every Student Counsellor.

For more information regarding Languages Canada's Dispute Resolution Policy, please visit the following website:

http://languagescanada.ca/wp-content/uploads/sites/29/2015/05/LC_Dispute_Resolution_Policy_2015_logo.pdf

Or contact Languages Canada by phone (604) 625-1532 or visit the Languages Canada's website for alternate contact information: <http://languagescanada.ca/>

