

 <p><b>Policies and Procedures</b></p>	Number: <b>1205</b>	Title: <b>Student Dispute Resolution Policy</b>		
	Last Revision:	April 8, 2022		
	Effective:	May 2, 2016	Next Review:	April 2023

**Policy:**

Mountain Transport Institute Ltd. (MTI) believes in clear and open communication between students and staff of MTI. Regrettably, conflict can occur in any learning environment. MTI provides an opportunity for students to resolve disputes of a serious nature in a fair, reasonable and equitable manner.

In efforts to minimize negative conflict occurrence and resolve any negative conflict that does arise in an expedient, yet fair manner, MTI recommends the use of the following process for dispute resolution found within this policy.

**Scope:**

This policy applies to all MTI students who are currently enrolled or were enrolled up to 6 months prior to the submission of their concern to the President - Andy Roberts. The student making the complaint may be represented by an agent or a lawyer.

**Definition of Terms:**

*Dispute* is defined as a disagreement, argument or debate had between two individuals. *Complaint or concern* under this policy is defined as a statement of a situation that is found unsatisfactory or unacceptable.

**Principles:**

1. When a concern arises, the student is to attempt to address the concern with the individual most directly involved. If the student is not satisfied with the outcome, he / she is to put his / her concern in writing and deliver it to the President - Andy Roberts. If Andy Roberts is unavailable, the student is to give the written concern to the employee who is available and who will deliver it to Andy Roberts.
2. Andy Roberts will arrange to meet with the student to discuss the concern and desired resolution within 24 hours.
3. Following the discussion, Andy Roberts will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. These enquiries may involve further

discussions with the student either individually or with appropriate MTI staff. All communications must be in writing.

4. The necessary enquiries and / or investigations shall be completed and a response provided in writing to all involved as soon as possible but no later than 5 school days following the receipt of the student's written concerns.
  - a. If it is determined that the student's concerns are not substantiated, the Institution will provide a written explanation of the decision and deny the complaint; or
  - b. If it is determined that the student's concerns are substantiated in whole or in part, MTI will propose a resolution.

The response must specify that the student will have 5 school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student, a copy will be placed in MTI's 'Student Conduct File', and the original will be placed in the student file.

5. At this point MTI's dispute resolution process will be considered exhausted.

If the student is dissatisfied with the result and feels that he or she may have been misled by MTI, he / she may file a formal complaint with ICBC. Go to <https://www.icbc.com/driver-licensing/driver-training/Pages/Complaints.aspx> for more information.

Questions regarding the application or interpretation of this policy; what constitutes disputes of a serious nature, etc., should be referred to Natalie Roberts, Vice President.