

Dispute Resolution Policy

Ritz Training College	04735	
Name of Institution	Institution Number	
Dispute Resolution Policy	February 1st, 2024	February 1st, 2024
Name of Policy	Effective Date	Revision Date

This policy governs “Dispute Resolution” respecting Ritz Training College (Ritz) and any aspect of its operations.

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.

1. The process by which the student complaint will be handled is as follows:
 - Students may complain about the operations of the Ritz Training College. A written notice of complaints is required to be sent to the VP of Operation. And the college will send back a written notice within 3 business days once the notice of complaint is received. If the VP of Operation is named in the complaint or is away, the complaint can be sent to the Administrative Assistant.
 - The necessary investigations will be done, and the student will receive a written determination about the complaint with the reasons for the determination and reconsideration (if any) within 20 days.
 - During the process of investigation and determination, related documents should be reviewed and signed by the parties involved and kept confidential. A copy of documents should be given to the corresponding parties if necessary.
 - If the student is not satisfied with the determination from the VP of Operation, they should inform the VP of Administration within 2 days after the determination is delivered to them. The VP of Administration should meet with the students and personnel within 5 days and discuss the resolution within 8 days after being informed. If the VP of Administration is named in the complaint or is away, the complaint can be sent to the President.
 - 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). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.]

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