

TLC Dispute Resolution Policy

The following policies and procedures have been designed for the protection and interest of both the student and TLC. It is acknowledged by both parties (or representatives thereof) that the contents are read and understood and will be the basis of conflict and dispute resolution between the two parties.

1. This policy governs complaints from students respecting Trinity Language Centre (TLC) and any aspect of its operations. Students will not be subject to any form of retaliation as a result of filing a complaint.
2. All student complaints must be made in writing.
3. The student must provide the written complaint to the Program Coordinator who is responsible for making determinations in respect of complaints. If the Program Coordinator is absent or is named in a complaint, the student must provide the complaint to the Director of Education at TLC.
4. If a student has a dispute regarding the instruction, training, course content, scheduling, exam results, and other related academic matters, the student should:
 - Discuss and try to resolve the issue with the instructor directly.
 - If the student does not receive a suitable response, the student can make a written statement of the issue (within 5 business days after the result of the exam or assignment is released by the instructor, if the dispute is about the result of an exam or assignment) to the Program Coordinator, who will meet with the student, request submissions from all parties involved (including witnesses), and conduct an investigation.
5. If a student has a dispute with another student, a staff member or manager, the student should:
 - Talk directly to the person involved in the dispute. Then both parties should try to resolve the problem.
 - If the student is dissatisfied, he/she may meet with the Program Coordinator at TLC who will then request submissions from all parties involved (including witnesses), and conduct an investigation.
 - If further action is required, or if the Program Coordinator is involved in the complaint, the student can set up an appointment with the Director of Education.
 - Written reasons for the determination will be provided to the student within 30 days after the date on which the complaint was made.
6. The student making the complaint may be represented by an agent or a lawyer.
7. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch (www.privatetraininginstitutions.gov.bc.ca). Students could also seek for resolution from the Board of Directors of Languages Canada (<https://www.languagescanada.ca/en/>) if the issue is not solved by the school.
8. If a student wants to make an appeal for a grade, they can refer to the Grade Appeal Policy (see student handbook).