



<u>The Language Gallery Canada (Language Gallery Inc.)</u>		<u>ID-04361</u>
Name of Institution		Institution Number
<u>Dispute Resolution Policy</u>	<u>August 27th, 2021</u>	<u>March 10th, 2022</u>
Name of Policy	Effective Date	Revision Date

1. This policy governs complaints from students respecting **The Language Gallery Canada** and any aspect of its operations.
2. 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.
3. The process by which the student complaint will be handled is as follows:
 - Student complaints must be made in writing.
 - Students should bring concerns or problems to the attention of The Language Gallery Canada staff members as soon as possible. The school does not accept complaints or queries after 21 days. Complaints should be made within 21 days of the alleged incident, matter or concern. Please allow 48 hours for a response if the complaint is emailed.
 - The student must provide the written complaint to the Student Services Coordinator, who is responsible for making determinations in respect of complaints. Our Student Services Coordinator, Alina Nova, can be contacted at studentservices.canada@thelanguagegallery.com.
If the Student Services Coordinator is absent or is named in a complaint, the student must provide the complaint to General Management, Roberta Murino, at roberta.murino@thelanguagegallery.com.
 - The process by which the student complaint will be handled is as follows:
 1. When a concern arises, the student should first attempt to address the concern with the individual most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the Student Services Coordinator of the Institution. The Student Services Coordinator will arrange to meet with the student to discuss the concern and desired resolution as soon as possible, but within five (5) school days of receiving the student's written concern. Following the meeting with the student, the Student Services Coordinator 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. Those enquiries may involve further discussion(s) with the student either individually or with appropriate institution personnel. All communications must be in writing.

The necessary enquiries and/or investigations shall be completed, and a response provided in writing to all involved as soon as possible.

2. If it is determined that the student's concerns are not substantiated, The Language Gallery Canada will provide a written explanation of the decision and deny the complaint; or if it is determined that the student's concerns are substantiated in whole or in part, The Language Gallery Canada will propose a resolution.

The response must specify that the student will have five 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 the Institution's Student Conduct File, and the original will be placed in the student file.

If the student is not satisfied with the determination of the Student Services Coordinator, the student must advise the Student Services Coordinator as soon as possible but within five (5) school days of being informed of the determination. The Student Services Coordinator will immediately refer the matter to the General Manager of The Language Gallery Canada.

The General Manager will review the matter and if necessary, may meet with the student as soon as possible but within five (5) school days of receipt of the student's appeal. The original decision will either be confirmed or varied by the General Manager in writing within five (5) school days after receipt of the student's appeal or, if a meeting with the student occurred, within five (5) days of that meeting. At this point The Language Gallery Canada dispute resolution process will be considered exhausted.

Written reasons for the determination will be provided to the student within 30 days after the date on which the complaint was made.

If not resolved at this level, the student may submit a student complaint to the Board of Directors of Languages Canada (<http://www.languagescanada.ca/en/contact> or 1-604-625-1532) for resolution in accordance with the terms and conditions of the Dispute Resolution Policy for Languages Canada (available for download at www.languagescanada.ca).

- 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.]

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