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## Dispute Resolution Policy

**All Employees are responsible for administering this policy.**

Implementation Date: February 1, 2005

Date of Last Revision: August 5<sup>th</sup>, 2021

PTIB ID - 02465

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### Policy:

UAPICBC seeks to create an educational and training environment that is safe and free of conflict. Operational policies and procedures have been developed which encourage effective communication, co-operation, and respect within the organization. UAPICBC believes that most misunderstandings can be solved through informal discussion between the individuals involved.

This policy governs complaints from students respecting UA Piping Industry College of BC 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.

### Procedure:

1. The process by which the student complaint will be handled is as follows:
  - Step one:
    - The student will contact the Executive Director (Barry Donaldson – [Barry.Donaldson@uapicbc.ca](mailto:Barry.Donaldson@uapicbc.ca)) or their appoint to explain the circumstances regarding their dispute.
    - The Executive Director or their appoint will inform all parties concerned and provide any assistance that seems appropriate to seek a mutually satisfactory resolution.
    - The assistance provided by the Executive Director or their appoint will commence within two working days following the initial referral by the complainant and conclude no later than four working days after the referral.
  - Step two:
    - If the dispute is still not resolved, the Executive Director or their appoint will receive formal submissions, in writing, from the person(s) involved. This formal submission **MUST** be made in writing.

- Within three working days following receipt of all related submissions, the Executive Director or their appoint will render a decision and inform those involved. If the complainant(s) accept this decision, no further action is taken, and the matter is considered closed.
- The institution will provide the reasons for the determination and the reconsideration (if any) to the student within 30 days after the date on which the student made the complaint. 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](http://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.
- If the decision is not accepted, the matter may be referred by mutual agreement to a neutral third party who will, within one week, attempt to mediate a solution to the dispute.
- At any point, the student making the complaint may be represented by an agent or a lawyer.

If the Executive Director or their appoint has a conflict of interest regarding the complaint, the matter will be immediately referred to a neutral third party, who will attempt to mediate a solution to the dispute. Third parties may include William Schwarz (Director of Operations, [William.Schwarz@uapicbc.ca](mailto:William.Schwarz@uapicbc.ca)), or a contracted third party.