

Dispute Resolution Policy	Revised on: May 2025
Next Revision: Jan 2026	

ARV Canada College provides an opportunity for students to resolve disputes in a fair and equitable manner. The policy applies to all students who are currently enrolled or were enrolled 30 days prior to submitting a notice of written concern(s) to the Senior Educational Administrator and/or Onsite Administrator. 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 for Student Disputes:

1. When a concern arises, the student should 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(s) in writing and deliver this written notice to the Senior Educational Administrator and/or onsite Administrator, either in person, by email or by registered letter.
2. The Senior Educational Administrator and/or Onsite Administrator will arrange to meet with the student to discuss the concern(s) and desired resolution(s) within 5 business days of receipt of the notice.
3. Following the meeting with the student, the Senior Educational Administrator and/or Onsite Administrator will conduct whatever enquiries and/or investigations they deem necessary and appropriate to determine whether the student's concern(s) are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate College personnel.
4. All enquiries and/or investigations shall be completed, and a formal response shall be provided, within 15 business days following the receipt of the student's written notice. 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 if it is determined that the student's concerns are substantiated in whole or in part, the institution will propose a resolution. The student will have 5 business days to appeal the decision.
5. If Onsite Administrator is absent or named in the complaint, the student can submit request to President of the college at John.wu@arvcollege.ca
6. All appeals will be reviewed by the Senior Education Administrator and/or onsite Administrator within 5 business days of receipt of the notice of appeal, at which time the Senior Education Administrator and/or onsite Administrator shall supply the student with a written decision to their appeal. A copy of the decision and all supporting materials will be placed in the institution's Student Conduct File, and the original will be placed in the student file.

During the dispute resolution process, the student may file a complaint with PTIRU (<https://www.privatetraininginstitutions.gov.bc.ca/>) if he/she feels the institution misled the student regarding the complaint or any aspect of its operations. Students who make a complaint may be represented by an agent or lawyer.