



THE STUDENT'S RESPONSIBILITIES:

The student must communicate his/her concern, in writing, to the relevant faculty member. Students are encouraged to address any concerns immediately before partaking in the Dispute Resolution process. Students should also retain copies of any written correspondence he/she has with the Institute. Should the student be unable or unwilling to approach the faculty member, or should concerns remain unaddressed by said faculty member, the student may contact the Director in writing, who will assist in determining an appropriate resolution. The student has the right to have a person present with them at all stages of any proceedings that may result, and to have this person, or an agent or lawyer address any concerns on the student's behalf.

THE DIRECTOR OF STUDIES RESPONSIBILITIES:

Within two (2) Business Days of the submission of the complaint, the Director must: (a) hear the student complaint; (b) if necessary, ensure the complaint is prepared in writing (either by the student or by alternate means); and (c) obtain the approval of both parties, evidenced by a signature, regarding the contents of the complaint or, if one or both parties object to the content, a list of concerns that such a party has.

The Director will investigate the merits of the complaint, which may include an in-depth discussion with the faculty member(s), the complainant or any other students who may be involved. The Director is responsible for identifying the appropriate person to address the complaint and for notifying the student(s) involved of the status of the complaint process. If the Director is absent or named in the complaint, the Head of Academic or School Director will assume responsibility for making a determination in respect of the student complaint.

The faculty member or Director must record all resolution plans/decisions, as well as the reasons for such resolutions/decisions. The original form outlining the decision/resolution must be signed by both the faculty member and the student who filed the complaint. A copy of the form will be given to the student and the original will be filed in the student's academic file. If the parties agree to a mutual resolution, such resolution must be implemented. The Director must follow up to ensure the resolution resolves the student's complaint in a satisfactory manner. A student who disagrees with the Director's assessment of the complaint may escalate his/her concerns to the Head of Academic.

Once the resolution is mutually resolved, the Director and the student will close the complaint record by signing a declaration at the bottom of the resolution. Decisions will be made as soon as

possible and the dispute process, including any appeals, will take no later than 30 days after the complaint was first received.

MEETING WITH FACULTY MEMBER:

If the Director finds that the student's complaint has merit, that initial attempts to resolve the complaint have been unsuccessful, and that the complaint does not fall under another policy, the Director will arrange a meeting with the faculty member in order to resolve the complaint. The student who submitted the complaint will not attend this meeting.

During or prior to the meeting between the student and the Director, the Director will provide the faculty member with a detailed summary of the student's complaints and concerns, and together the parties will develop a strategy to rectify the situation. A mutually agreed-upon timeframe will be established for addressing the complaint as well as for the faculty member to submit follow-up reports regarding the progress of such resolution.

After the meeting, the Director will notify the student in writing that his/her complaint has been addressed with the faculty member and requesting that the student report whether or not the situation has improved after the agreed-upon timeframe. The Director will also follow-up with the faculty member or students if they fail to provide feedback after the agreed-upon timeframe.

FURTHER INVESTIGATION:

If the problem has not been resolved, the Director may be required to further investigate the situation. If it becomes apparent that the complaint is an issue of management or discipline, the Director will engage in appropriate activities to address the situation. Such activities may include training for the faculty member.

In this case, the Director will report to the student, in writing, that the complaint has been investigated and is being addressed. The Director must not provide specific details of the actions taken as this would violate the faculty member's right to confidentiality in matters of a personal nature.

Should a resolution not be possible, the matter can be referred 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).

After having exhausted the dispute resolution process, a student in Ontario may file a claim with the **International Student Program Private Career Colleges Branch Ministry of Colleges and Universities** on the basis that the institution misled the student regarding any significant aspect of an approved program. Students will not be subject to any retaliation as a result of their complaint.

Contact information:

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- Director: shabnam@llinstitute.com
- Head of Academic: wanda@llinstitute.com
- School Director: deborah@llinstitute.com