

DISPUTE RESOLUTION / GRADE APPEAL POLICY

Dominion Herbal College provides an opportunity for students to resolve disputes and grade appeals in a fair and equitable manner.

The policy applies to all Dominion Herbal College students who are currently enrolled or were enrolled thirty (30) days prior to submitting a complaint.

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 instructor or administrative staff member most directly involved. If the student is not satisfied with the outcome at this level, the student must put his/her/their complaint in writing and deliver it to the Senior Education Administrator who is responsible for making determinations in respect of complaints. The student should deliver his/her/their written complaint to the President if the Senior Education Administrator is absent or is named in the complaint.
2. The written complaint may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the complaint is delivered.
3. The written complaint is deemed to be effective from the date it is delivered.
4. The Senior Education Administrator will discuss the complaint and desired resolution with the student.
5. Following the discussion with the student, the Senior Education Administrator will conduct whatever inquiries and/or investigations are necessary and appropriate to determine whether the student's complaint is substantiated in whole or in part. Those inquiries and/or investigations may involve further discussion(s) with the student either individually or with the appropriate instructor or administrative staff member.
6. The necessary inquiries and/or investigations shall be completed by the Senior Education Administrator who will do one of the following:
 - a) Determine that the student's complaint is not substantiated; or
 - b) Determine that the student's complaint is substantiated in whole or in part; or
 - c) Determine that the student's complaint is frivolous and vexatious.The student shall receive a written summary of the above determination within forty-five (45) days of the date on which the complaint was delivered.
7. If it has been determined that the student's complaint is substantiated in whole or in part, the Senior Education Administrator shall include a proposed resolution of the substantiated complaint.
8. If the student is not satisfied with the determination of the Senior Education Administrator, the student must advise the Senior Education Administrator within five (5) business days of being informed of the determination. The Senior Education Administrator will immediately refer the matter to the President. The President will review the matter and provide a decision in writing within ten (10) business days.
9. The President shall either confirm or vary the determination of the Senior Education Administrator. At this point the institution's Dispute Resolution process will be considered exhausted.
10. 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 Regulatory Unit (PTIRU) (www.privatetraininginstitutions.gov.bc.ca). Complaints must be filed with PTIRU within one year of the date a student completes, is dismissed from, or withdraws from the program.
11. The student may be represented by an agent or a lawyer at his/her/their expense.

Procedure for Grade Appeal:

1. If a student is dissatisfied with the grade received for an assessment and can provide evidence that a higher grade is warranted, the student should discuss this with the instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.
2. If the student is not satisfied with the outcome of his/her/their appeal to the instructor, the student must submit a written appeal to the Senior Education Administrator.
3. The Senior Education Administrator will obtain a copy of the assessment and will have the assessment re-marked by another instructor.
4. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned. If the assessment achieves a lower grade on re-mark, the original grade will be retained.

If a grade appeal is submitted to the Senior Education Administrator, the grade resulting from the re-mark will be final and cannot be appealed further.