

## **DISPUTE RESOLUTION POLICY**

**Effective Date:** February 21, 2025

**Next Review Date:** January 01, 2026

**Institution Number:** ID-03111

This policy governs complaints from students respecting Eton College 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.

The process by which the student complaint will be handled is as follows:

### **Step One**

- 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, they may submit a complaint to the Senior Manager, Sales and Operations, who is responsible for making the initial determination regarding the complaint. All complaints must be made in writing.
- If the Senior Manager, Sales and Operations is absent or is named in a complaint, the student must submit the complaint to the Administrative Coordinator.
- The Senior Manager, Sales and Operations will arrange to meet with the student to discuss the concern(s) and desired resolution as soon as possible, but no later than five days after receiving the student's written complaint.
- Following the meeting with the student, the Senior Manager, Sales and Operations will conduct any necessary and appropriate inquiries or investigations to determine whether the student's concerns are substantiated in whole or in part. These inquiries may involve further discussions with the student, either individually or in the presence of relevant Eton College personnel. All details of the inquiries, investigations, or meetings must be documented in writing.
- The necessary inquiries and investigations shall be completed, and a written response provided to all involved as soon as possible, but no later than 10 days following the meeting with the student.

- 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.

### Step Two

- If the student is not satisfied with the decision, they may appeal within five days of receiving a written response. The appeal must be submitted in writing to the Director .
- If the Director is absent, the student must submit the complaint to the Practicum Coordinator .
- The Director will review the matter and, if necessary, meet with the student as soon as possible, within five days of receiving the student's appeal.
- The Director will confirm or vary the original decision in writing within five days of receiving the student's appeal, or within five days of the meeting with the student if one occurred. At this point the institution's dispute resolution will be considered exhausted.
- The reasons for the determination and the reconsideration (if any) will be provided to the student within 30 days after the date on which the student made the complaint.
- The written response 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 Regulatory Unit (PTIRU) ([www.privatetraininginstitutions.gov.bc.ca](http://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.
- The student making the complaint may be represented by an agent or a lawyer.

### Contact Information

Name	Title	Email
Divya Savaram	Team Manager	divya.savaram@etoncollege.ca
Swati Yadav	Campus Coordinator	swati.yadav@etoncollege.ca
Tejal Laul	Director	tejallaul@etoncollege.ca

Avni Sharma	Practicum Coordinator	avni.sharma@etoncollege.ca
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