

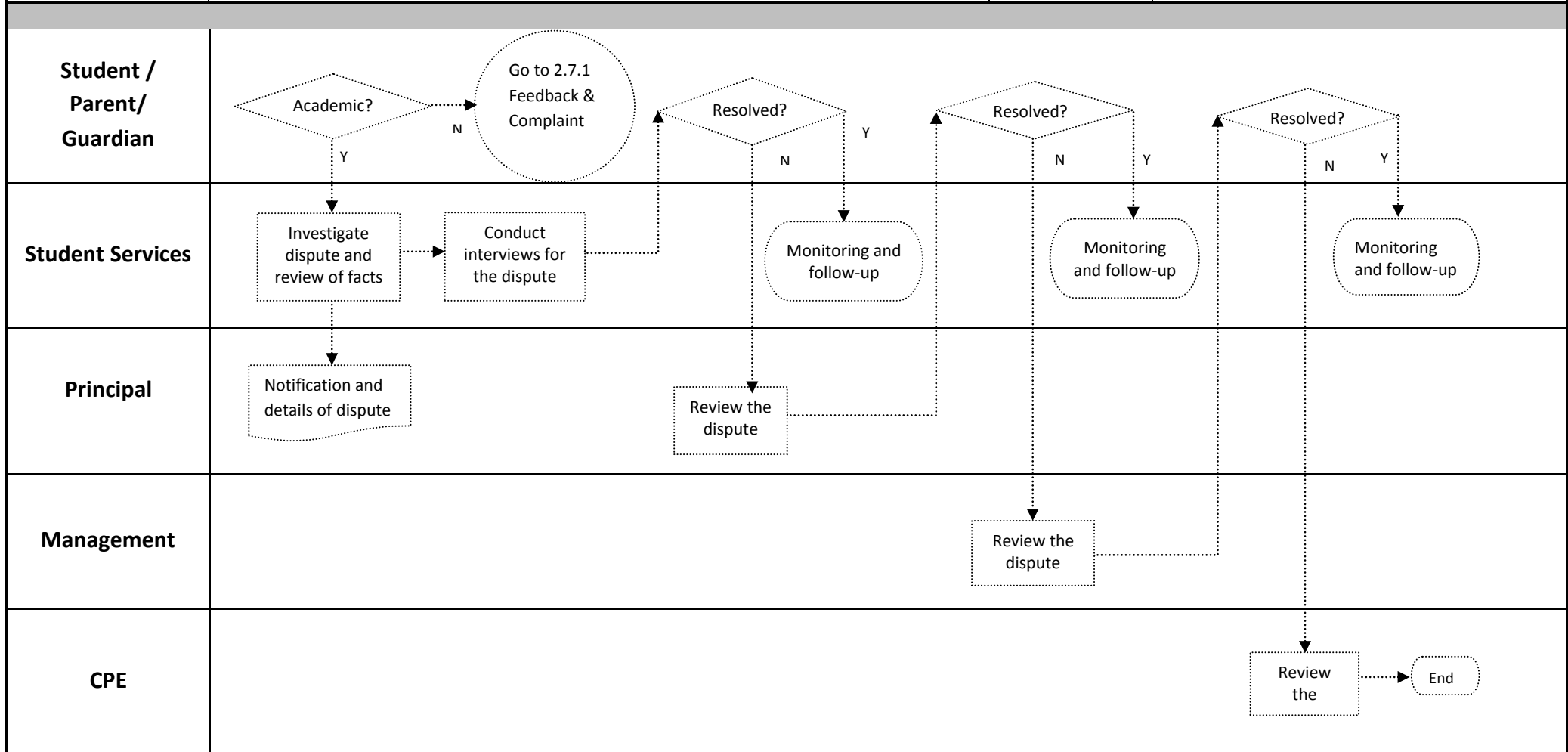


## DISPUTE RESOLUTION POLICY

Policy Manual 2.7.1

Category Corporate Governance and Administration

Effective Date 10/10/2011



**Description:**

1. Students complains/ provides feedback
2. Documentation and review of the complaint/feedback
  - a. Principal informed of the complaint/feedback/appeal
3. Student Services officer interviews complainant/appellant
4. Deliberation and application of resolution within 3 working days
  - a. Student Services takes note of the complaint/feedback appeal for review of Management for continuous improvement
5. If resolution is deemed unsatisfactory, the nature of the problem is brought to the Principal.
  - a. Monitor and follow-up
  - b. Deliberation and application of resolution within 4 working days
6. If resolution of Principal is deemed unsatisfactory, complaint is brought to the Management.
7. Management deliberation and resolution within 3 working days
  - a. Monitoring and follow-up
8. If resolution of management is deemed unsatisfactory, complaints are escalated to Council for Private Education.