



DISPUTE RESOLUTION POLICY

True North College	4701
Name of Institution	Institution Number
Dispute Resolution Policy	March 3, 2025
Name of Policy	Effective Date

1. This policy governs complaints from students respecting True North College and any aspect of its operations.
2. 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.
3. The process by which the student complaint will be handled is as follows:
 - Student complaints must be made in writing.
 - A student must submit a written complaint within 15 days of the occurrence and attempt to resolve it directly with the concerned party(ies) diplomatically and professionally; if unresolved, the complaint is escalated to the Administrator, Manpreet Kaur (admin@truenorthcollege.com), who arranges a meeting within 7 days to discuss and gather information, followed by an investigation within 17 days; a determination is issued within 6 days, and if substantiated, a resolution is proposed; if dissatisfied, the student may request reconsideration within 2 days, with a final decision provided within 4 days, after which the dispute resolution process is considered exhausted, though a third-party mediator may be engaged at the institution's discretion.
 - Step 1: Initial Complaint Submission and Determination
 - The student must submit a written complaint within 30 days of the occurrence to the Administrator, Manpreet Kaur (admin@truenorthcollege.com).
 - The Administrator will review the complaint, gather relevant information, and issue a determination within 6 days.
 - If the Administrator is absent or named in the complaint, Admin Manager, Sukhmani (sukhmani@truenorthcollege.com) will make the determination.
 - Step 2: Reconsideration (if requested by the student)



DISPUTE RESOLUTION POLICY

- If the student is dissatisfied with the determination, they must request a reconsideration within 2 days by contacting the Admin Manager, Sukhmani (sukhmani@truenorthcollege.com).
- A final decision will be issued within 4 days, after which the dispute resolution process is considered exhausted.

The institution must provide the reasons for the determination to the student within six (6) days after the investigation is completed, and if a reconsideration is requested, the institution must provide written reasons for the reconsideration within four (4) days. The entire process, including determination and reconsideration, will be completed within 30 days from the date the complaint was received.

- The written reasons will advise the student that if they are dissatisfied with the determination and believe they have been misled by the institution regarding any significant aspect of the program, they may file a complaint with the Private Training Institutions Branch (PTIRU) (www.privatetraininginstitutions.gov.bc.ca) within one year of the date they complete, are dismissed from, or withdraw from the program.

4. The student making the complaint may be represented by an agent or lawyer.