

# Student Dispute Resolution Policy

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**Kaplan International Vancouver/ 3639**

Name of Institution/ Institution ID

**September 1, 2016**

Implementation Date

**Executive Director, Compliance**

Position(s) Responsible for the Policy

**August 16, 2021**

Date of Last Revision

1. This policy governs complaints from students respecting **Kaplan International Vancouver** 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:
  - When a concern arises, the student should first attempt to address it with the individual most directly involved.
  - If unsatisfied with the outcome, the student should submit the complaint **in writing** to **Lynne Gladstone School Director ([lynne.gladstone@kaplan.com](mailto:lynne.gladstone@kaplan.com))** for initial determination.
  - Should this person be absent, be named in the complaint, or if the student seeks reconsideration the student should submit the complaint **in writing** to **Daniel Kovacs Vice-President, Operations, ([daniel.kovacs@kaplan.com](mailto:daniel.kovacs@kaplan.com))**
  - The institution must provide the reasons for the determination and the reconsideration (if any) to the student within 30 days after the date on which the student made the complaint.
  - The written reasons 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 Branch (PTIB) ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca))**. Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.
4. Students making a complaint may be represented by an agent or a lawyer.

Note: This policy is compliant with the Private Training Institutions Branch of the Ministry of Advanced Education. Kaplan International has an internal Complaints Procedure policy, which is provided below for your reference.

**COMPLAINTS PROCEDURE**

Kaplan makes every effort to deliver quality programs and provide excellent customer service at all times. However, there may be times when you are not completely happy with the level of service you are getting and, in these cases, we ask that you please let us know as soon as possible so that we may help you. Please note that while we cannot guarantee your concern will be resolved to your full satisfaction, we aim to ensure students have the opportunity to voice their concerns and that our staff works with you to the best of their abilities in a mutually respectful, discrete and professional manner. While we endeavor to respond to all concerns as soon as they are brought to our attention (no more than 48 hours), please allow a maximum of 10 business days.

1. Please speak to the appropriate staff person as soon as possible. If you are not sure who to speak to regarding your concern, ask any member of the administrative staff and they will inform you.

<b>Concerns regarding</b>	<b>Explanation</b>	<b>Designated Staff Person*</b>
Management and Administration	Concerns about Kaplan staff, policy, customer service, payments, refunds, etc.	School Director
Academic Program	Concerns about academic program (e.g. Classes, timetable, instructor, Structured Study, etc.)	Academic Manager
Student Services	Concerns about student services (e.g. activities, airport transfer, etc.)	Student Services Coordinator
Accommodation	Concerns about housing (e.g. Host family, apartment, residence, etc.)	Accommodation Manager
Classroom/ Progress	Concerns about classroom learning and progress	Instructor

*\*may vary depending on school location; refer to your orientation materials for staff information at your school location*

2. If, after speaking to the designated staff person, your concern has not been resolved to your satisfaction or you still have questions, please speak to the School Director.

3. If your complaint remains unresolved, please contact your Kaplan agent or the person who issued your Letter of Acceptance. You should be prepared to provide a written summary of your complaint, including when the issue was first brought to our attention, who you spoke to, the solution(s) offered and why you feel your concern is unresolved.

4. In the event that you have exercised our formal complaint procedure, and your concern has not been resolved, you have the right and are encouraged to contact (1) our accreditor (Languages Canada); or (2) provincial licensing agency (PTIB).