

Dispute Resolution Policy

Kaplan International Vancouver

Name of Institution

3936

Institution Number

Dispute Resolution Policy

Name of Policy

September 1, 2016

Effective Date

January 3, 2025

Revision Date

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:
 - Student complaints must be made in writing.
 - 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 Carla Parsons, School Director (carla.parsons@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, utilizing the attached form, to Kurt Evans, Director of Operations (kurt.evans@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 Regulatory Unit (PTIRU) (www.privatetraininginstitutions.gov.bc.ca) within one year of the date a student completes, is dismissed from, or withdraws from the program.
4. The student making the complaint may be represented by an agent or a lawyer.

Student Complaint Form

Personal Details:

Family Name First Name Student ID Number

School Location Course Name Course Start Date

Contact Number Email Address

Complaint Regarding (please check, as appropriate):

- | | | |
|---|--|--|
| <input type="checkbox"/> Accommodation | <input type="checkbox"/> Course | <input type="checkbox"/> Service Item (e.g. UPS, Activities) |
| <input type="checkbox"/> Administrative Staff | <input type="checkbox"/> Instructor | <input type="checkbox"/> Customer Service |
| <input type="checkbox"/> Payment | <input type="checkbox"/> Other (please describe) _____ | |

Please provide a detailed statement of your complaint and the steps you have taken to try to resolve the matter already. Attach extra pages as necessary.

1. Describe your complaint in detail

2. Who did you speak to regarding your complaint? When did you speak to them and what solution or explanation did they offer?

3. What resolution are you seeking?

Student Signature

Today's Date

Email to kurt.evans@kaplan.com; please allow up to 10 business days for a response.

Office Use Only

Received by

Date

Referred to

Date

Outcome:

Date & Initials