DISPUTE RESOLUTION POLICY

This policy governs complaints from students respecting Multihexa 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 is encouraged, but not required, to first raise the concern with the individual most directly involved. A student may go directly to Step Two at any time.
- If the student is not satisfied with the outcome at this level, they may submit a complaint to the Associate Director, who is responsible for making the initial determination regarding the complaint. All complaints must be made in writing.
- If the Associate Director is absent or is named in a complaint, the student must submit the complaint to the Campus Manager.
- The Associate Director will arrange to meet with the student to discuss the concern(s) and desired resolution as soon as possible, but no later than five business days after receiving the student's written complaint.
- Following the meeting with the student, the Associate Director 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 Multihexa 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 business 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 business days of receiving a written response. The appeal must be submitted in writing to the Director.
- If the Director is absent, the student may submit the written appeal to the Administrative Coordinator, who will record the date of receipt, confirm receipt to the student in writing, and pass it to the Director. The Administrative Coordinator does not review or decide appeals. The timelines below run from the date the Administrative Coordinator receives the appeal.
- The Director will review the matter and, if necessary, meet with the student as soon as possible, within five business days of receiving the student's appeal.
- The Director will confirm or vary the original decision in writing within five business days of receiving the student's appeal, or within five business 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 business 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). 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	Associate Director	divya.savaram@multihexa.ca
Swati Yadav	Campus Manager	swati.yadav@multihexa.ca
Tejal Laul	Director	tejal.laul@multihexa.ca
Shahab Tajeddin	Administrative Coordinator	student.services@multihexa.ca