



## Dispute Resolution Policy

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Manual Osteopathic College of Canada

4286

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Name of Institution

Institution Number

**August 25, 2021,**

**Annually**

**Dispute Resolution Policy**

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Name of Policy

Effective Date

Revision Date

1. This policy governs complaints from students respecting Manual Osteopathic College of Canada 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 within sixty (60) days of the last in-person attendance to the program. Faculty will be the first point of contact.
  - If the dispute is unresolved, the written complaint is escalated to the Director of Education/SEA: Janet Mwamburi at [janet@moccanada.ca](mailto:janet@moccanada.ca) who is responsible for making determinations in respect of complaints.
  - If the Director of Education is absent or is named in a complaint, the student must provide the complaint to the Student Services Manager, Madison Coulson at [madison@moccanada.ca](mailto:madison@moccanada.ca) or Attending Staff in place through [info@moccanada.ca](mailto:info@moccanada.ca)
4. The process by which the student complaint will be handled is as follows:
  - a. The receipt of the written complaint is acknowledged in writing within 48 hours of receipt by the faculty involved.
  - b. The item/activity/person named in the complaint is investigated by Administration. Additional information to support or dispute the complaint may be requested.
  - c. Written reasons for the resolution will be provided to the student within thirty (30) days after the date on which the complaint was made and a record stored in the students file indefinitely.



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- 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 the 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 (1) year of the date a student completes, is dismissed from, or withdraws from the program.
5. The student making the complaint may be represented by an agent or a lawyer or any representative of their choice.