

St. George International College

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St. George International College

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St. George International College

Name of Institution

#3961

Institution Number

Dispute Resolution Policy

Name of Policy

September 2016

Effective Date

September 2021

Revision Date

1. This policy governs complaints from students respecting SGIC Language School Inc and any aspect of its operations.
2. Students will not be subject to any form of retaliation as a result of filing a complaint. All student complaints must be made in writing
3. The process by which the student complaint will be handled is as follows:

Informal Complaints

- Many problems can be resolved informally and without the need for further action. By allowing both sides to clarify their positions, an informal complaint can often lead to a better understanding of the nature of the problem and a satisfactory solution for those concerned.
- The fastest results and best outcomes from complaints often happen through a direct approach to the person or group whose actions have given rise to the complaint. This approach may be by email or in writing but can also be by phone or face to face. If the complaint is about a policy or procedure, the first approach should be to the person responsible for local implementation of that policy or procedure, if known.
- The counselor has delegated authority to act on some complaints and will attempt to deal with informal complaints at first contact, and if possible resolve them within 5 working days of the complaint being brought to their attention. If a resolution cannot be achieved, the counselor will provide information on the alternative complaint resolution methods available, and refer the complaint or complainant to the Manager (or the Director in their absence or if they are named in the complaint).
- In some cases, for example, complaints alleging potentially unlawful behavior, such as illegal discrimination or harassment, it is appropriate to proceed directly to the formal complaint procedures.

Formal Complaints

- If an informal complaint has not been resolved, if it relates to potentially unlawful behavior, may result in disciplinary action, or where the facts are in dispute, a formal complaint should be made. Any formal complaint must be in writing to ensure that the issues raised are clear and that all those who will be involved in resolution of the complaint, including the

subject(s) of the complaint (the respondent(s)) have a shared understanding of the substance of the complaint; normally such complaints cannot be made anonymously.

- The Manager has delegated authority to consider, investigate and resolve formal complaints.
- A formal complaint will be acknowledged in writing within five working days of receipt and the Manager or Director will ensure that steps are taken within ten working days to resolve the complaint.
- When it is not possible to resolve the complaint within the stated time frame, the Manager or Director will keep the complainant(s) and respondent(s) informed of the progress of the complaint.
- The Manager will provide 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.

4. The student making the complaint may be represented by an agent or a lawyer.
5. If the student is or was enrolled in an approved program, is dissatisfied with the determination and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch (www.privatetraininginstitutions.gov.bc.ca).

Contact Information

Japanese Counselor = japan@sgiccanada.com

Latin America Counselor = latin@sgiccanada.com

Korean Counselor = marketing@sgiccanada.com

Manager = study@sgiccanada.com

Director =

You may find a more detailed version of our Dispute Resolution Policy on our Student Handbook.