

St. George International College  
Name of Institution

#3961  
Institution Number

Dispute Resolution Policy  
Name of policy

March 2023  
Effective Date

March 2025  
Revision Date

1. This policy governs complaints from students respecting St. George International College 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 counsellor 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 counsellor 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 behaviour, 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 and/or if it relates to potentially unlawful behaviour that 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 the 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 in British Columbia at [www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca) or the Ministry of Colleges and Universities in Ontario at <https://www.ontario.ca/page/ministry-colleges-universities>.

## Contact Information

If you have any questions or concerns, please contact us at [info@sgiccanada.com](mailto:info@sgiccanada.com).

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