



## Dispute Resolution Policy

<u>Vancouver College of Dental Hygiene Inc.</u>	<u>3368</u>	
Name of Institution	Institution Number	
<u>Dispute Resolution Policy</u>	<u>09/01/2021</u>	<u>TBA</u>
Name of Policy	Effective Date	Revision Date

1. This policy governs complaints from students respecting Vancouver College of Dental Hygiene Inc. 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 to make a complaint is as follows:

### **Student Dispute Resolution Procedure:**

Step 1: The student will submit a completed written complaint to the Program Director, using the following contact information:

Ms. Chantelle Darred RDH(C), BDSc, Dip. HSA, Ad. Ed. Cert  
Dental Hygiene Program Director  
1205-6th Ave  
New Westminster, BC  
V3M 2C1  
604-215-7611  
chantelled@vancouver-college-dental.org

Should the Program Director be absent or named in the complaint, the written complaint will be submitted to the Senior Educational Director using the following contact information:

Ms. Carole-Anne Mrsic Dip.DH, RDH, PID, BHSc  
Chair of the Dental Hygiene Program Committee  
Program Director  
1205-6<sup>th</sup> Ave,



New Westminster, BC  
V3M 2C1  
604-215-7611

[caroleannem@vancouver-college-dental.org](mailto:caroleannem@vancouver-college-dental.org).

Step 2: The Program Director/Senior Educational Director will arrange a meeting with the student within 14 business days of receipt of the written complaint.

The student will be provided an opportunity for an oral presentation and minutes will be taken.

The Program Director/ Senior Educational Director will provide a written reason to the student for the determination and reconsideration (if any) within 30 business days of date on which the student made the complaint.

The written response will specify whether the decision is final.

Step 3: If the decision is subject to reconsideration, the student will submit a completed written complaint to the Dean of Students using the contact information:

Dr. Boris Pulec  
Dean of Students  
1205-6<sup>th</sup> Ave  
New Westminster, BC V3M 2C1  
604-215-7611

[Drpulec@vancouver-college-dental.org](mailto:Drpulec@vancouver-college-dental.org).

The Dean of Students will arrange a meeting with the student within 14 business days of receipt of the written complaint.

The student will be provided an opportunity for an oral presentation and minutes will be taken.

The Dean of Students will provide a written reason to the student for the determination and reconsideration (if any) within 30 business days of date on which the student made the complaint.

The written response will specify whether the decision is final.



The complaint process will not impose any fees in relation to the complaint.

The complaint process must be available for at least one year after the student completed, or was dismissed or withdrew from the program.

Step 4: A student dissatisfied with the institution's final decision may file a claim with the Private Training Institutions Branch (PTIB) ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)) on the grounds that the institution misled the student regarding a significant aspect of the program. The time limit for filing the claim is one year after the student completes, is dismissed from, or withdraws from the program.

A student making the complaint may be represented by an agent or lawyer.