



## DISPUTE RESOLUTION POLICY

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The West Coast Institute adheres to the policy that any dispute, conflict or dissatisfaction be first taken up directly with the involved party/(parties). If a dispute is not satisfactorily resolved in this manner and if it involves the policies, procedures, personnel or programs of the Institute, the following process is to be followed:

1. The student or Institute staff member is to submit a written statement to the Board President, or Vice President in her/his absence, giving particulars of the dispute.
2. The Board President/Vice president and Director for the Program (ECE Program Director for Early Childhood Education students or Grades Program Director for Grades students) will meet with the student and the person(s) involved in the dispute. The individuals concerned may choose to engage an advocate (colleague, trusted friend or lawyer) at any time in this process. Should the program-appropriate Director not be available or if the dispute/conflict concerns this person, then the other Program Director will serve in this capacity. The written record will be provided to all involved within 7 days.
3. A witness will be asked to make a written record of this meeting which will include the following: recommendations on how to resolve the dispute, action to be taken and a time-frame for the implementation of the recommendations. If possible, resolution will be achieved through consensus.
4. The Program Director(s) will check after 4 weeks to ensure that the recommendations are being carried out.
5. If the dispute cannot be resolved at the first meeting, or the implemented recommendations are not effective, a further meeting will be called. An Ombudsperson will be appointed. This person is to be a member of the Anthroposophical Society of Canada.
6. A final meeting will be held which includes the Ombudsperson, any other advocate the student/staff member has elected to engage, a member of the Board of West Coast Institute (who is not a Program Director) and all other parties involved in the dispute.
7. A written record of this meeting is to be made. At this time a decision should be reached which outlines the recommendations, proposals or other possible outcomes. Depending on the nature of the dispute, the student or staff person involved may be placed on probation for a set period of time, dismissed, or re-integrated into the program or Institute. It is also possible that the Institute may be given a timeline/final date by which any potential proposed changes to programs or to policies must be implemented. The written record will be provided to the student and all parties involved within 3 weeks.
8. This process must be completed within 45 days of receipt of complaint.

9. 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](http://www.privatetraininginstitutions.gov.bc.ca)).

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