



Dispute Resolution Policy

Quantum College

Name of Institution

3892

Institution Number

Dispute Resolution Policy

Name of Policy

Oct. 1, 2018

Effective Date

July 01, 2022

Revision Date

1. This policy governs complaints from students respecting Quantum College 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:
 - When a concern arises, the student should first attempt to address the concern with the individual most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to James Chang, Admissions Manager (james@qlearning.ca).

Gary Lenihan, Principal of the College (gary@qlearning.ca) will arrange to meet with the student to discuss the concern and desired resolution as soon as possible but within five business days of receiving the student's written complaint.

Should either the Admissions Manager or the Principal be absent or named in the complaint, they will be omitted from the process and the remaining individual will fulfill all of the duties.

- Following the meeting with the student, the Principal will conduct whatever inquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part.

A response will be provided in writing to all involved as soon as possible but no later than 10 business days following the receipt of the student's written complaint.

Should the student wish to ask for reconsideration of the decision, they will be permitted 5 business days to direct the appeal in writing to Rosa Lenihan, the Senior Educational Administrator (rosa@qlearning.ca) of



the College. Her determination will be provided in writing within 5 days of receipt of the appeal.

- The written reasons (original response as well as reconsideration if applicable) 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 that program, the student may file a complaint with the Private Training Institutions Branch (PTIB) (www.privatetraininginstitutions.gov.bc.ca). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.
4. The student making the complaint may be represented by an agent or a lawyer.