



DISPUTE RESOLUTIONS POLICY AND PROCEDURE

This policy governs complaints from students respecting ALRA and any aspect of its operations. Student(s) will not be subject to any form of retaliation as a result of filing a complaint. All student complaints must be made in writing to the Principal. If the student is not satisfied with the outcome as determined by the Principal, the CFO will determine the appropriate course of action. If the complaint is against the Principal, the CFO will determine the best course of action.

PROCEDURE

Individuals should always try to resolve issues informally. If a more formal approach becomes necessary, ALRA provides a fair and reasonable mechanism for resolution.

The process by which the student complaint will be handled is as follows:

1. The student should attempt to resolve the issue directly with the other party (student, teacher, homestay family, etc.). If this does not work, follow step 2.
2. The student is encouraged to talk about any problems or difficulties with the ALRA school counsellor or with a teacher in or outside the class, or with any member of the Administration. If no satisfactory solution is found, follow step 3.
3. The student complaint will be managed professionally and with respect to the student lodging the complaint.
4. The student will express the complaint in writing and give it to the Principal.
5. If the complaint cannot be resolved the two parties involved after one (1) or two (2) discussion sessions, the Principal will mediate the issue and decide on a second option for a solution that is acceptable to the student and the school within 14 working days.
6. If the student accepts the solution, no further action will be pursued except to record and file the grievance and the solution provided to resolve the issue. The school response to the student will specify that the student will have five (5) school days to appeal the decision if the student is still not pleased with the solution. A copy of the decision and all supporting materials will be given to the student. A copy will be placed in the Institution's Student Conduct File, and will be scanned to the student file for administrative purposes.
7. Written reasons for the determination will be provided to the student within 14 days after the date on which the complaint was made.
8. The student making the complaint may be represented by an agent or a lawyer.
9. If the student making the complaint 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: Languages Canada (www.languagescanada.ca).