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<b>Canada International Royal Arts College</b>		<b>04269</b>
Name of Institution		Institution Number
<b>Dispute Resolution Policy</b>	<b>May 27, 2018</b>	<b>September 1, 2021</b>
Name of Policy	Effective Date	Revision Date

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1. This policy governs student complaints about Canada International Royal Arts College (CIRAC) and any aspect of its operations.
2. Any student who is involved in a complaint will not be subject to any form of retaliation by CIRAC at any time.
3. Student complaints will be handled as follows:
  - **Informal Resolution Procedures**

Any dispute should be first be discussed with the people involved. If it is not resolved, students may bring their complaints to the registrars, Instructional Coordinator, or the SEA, Kamal Gill (kamal@ciracollege.com) who will attempt to resolve the issues within three (3) working days. If the problem is still not resolved, a more formal resolution process can be followed.
  - **Formal Resolution Procedures**

Formal student complaints must be made in writing. The student may be represented by an agent or lawyer if necessary.

    - If the SEA cannot resolve the complaint is absent or is named in the complaint, the student may forward the issue in writing directly to the Marketing Manager, Claudio (claudio@ciracollege.com) who will attempt to resolve the issue within three (3) working days.
    - If the Marketing Manager is absent or named in the complaint, the student may forward the issue, in writing, directly to the President, Weizhang Meng (meng@circaschool.com). The Marketing Manager will review all relevant information and make a written decision within five (5) working days.
    - CIRAC will provide the reasons for the determination and the reconsideration (if any) in writing to the student within 30 days of the original complaint.
      - The written reasons will advise 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](http://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.