

Policy	Approving Body Revisions Responsibility of	Executive Team Executive Team
Subject: Dispute Resolution Policy		

Quest University is committed to the prompt and equitable resolution of student concerns. This policy governs complaints from students respecting the University and any aspect of its operations. This includes concern about another student, the course/module, an assignment, an examination, or any other classroom related matter, as well as concerns regarding instructors, the University, the facilities, financial matters, a university employee, health related matters, or a concern of a serious nature.

Any complaint, dispute, or appeal that falls into the Grade Appeal policy or Human Rights policy should follow the processes detailed in those policies. Complaints or disputes that do not fall under those policies should follow the process detailed below.

1. 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.
2. The process by which the student complaint will be handled is as follows:
 - a. Informal Resolution Process:
 - i. When a concern arises, the student should first attempt to address the concern with the individual most directly involved.
 - ii. If the student is not satisfied with the outcome at this level, the student should put their concern in writing by emailing to the VP of Finance and Operations or consulting with a Student Life representative. They can assist in explaining the dispute resolution process and next steps.

b. Formal Resolution Process:

i. Principles

1. All complaints must be made in writing.
2. Anonymous complaints will not be accepted.

3. A complaint must be filed with the VP of Finance and Operations within ten

(10) calendar days of the occurrence of the incident or from the date upon which the student should reasonably have known about the matter(s) they are complaining about. If resolution was attempted through the Informal Resolution Process, students must initiate the Formal Resolution Process within five (5) days of the completion of that process.

4. Should the concern require further investigation and involvement, the VP of Finance and Operations or designee will arrange a meeting with the appropriate personnel, up to and including the University President.

5. Concerns regarding the VP of Finance and Operations or Student Life may be filed with the President.

ii. Process

1. The student must put their concern or complaint in writing in the form of a letter. The student must set out the areas of concern/complaint, their intention that they follow the formal dispute resolution process, their recommendation for resolution, and what steps they have taken to date to address or resolve the issue. This will initiate the Formal Resolution Process.

Step 1: The VP of Finance and Operations or designee will investigate the student's concern/complaint and meet with the student to seek resolution and/or seek additional information around the concern/complaint from the student as soon as is practicable and normally within 5 business days.

Step 2: The VP of Finance and Operations or designee will investigate the student's concern/complaint and within 10 business days of receipt of the complaint letter will respond in writing stating the outcome of the investigation with recommendations.

Step 3: If the student accepts the conclusions/recommendations for resolution, the matter is deemed resolved and the agreement is set out in a memorandum or report signed by the student and the VP of Finance and Operations or designee. A copy of the student's complaint/letter, together with the response will be retained in the student's file. The student will receive a copy of this report. All correspondence regarding the dispute will ordinarily be under the VP of Finance and Operations signature.

2. If the student concern is not resolved and the student wishes to elevate the concern, the VP of Finance and Operations will refer it to the President's Office.
 - a. The President or designee will review the materials and records and may request a meeting with the student. The president may also strike a three-person committee to review the complaint.
 - b. After such review, a written determination will be sent to the student and a copy is filed in the student's administrative file.
 - c. The determination of the University President is final.
3. Quest retains a record of all complaints made by students, all documents in relation to the complaint, the student's participation in the dispute resolution process, and all written reasons issued under the dispute resolution process for at least 5 years.