

Royal Byng Education Group, Inc.
DBA: Royal Byng College

Name of Institution

4315

Institution Number

Dispute Resolution Policy

Name of Policy

April 18, 2024

Effective Date

April 18, 2024

Revision Date

1. This policy governs complaints from students respecting **Royal Byng 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:
 - NOTE: Student complaints must be made in writing.
 - The **Academic Director** will arrange to meet with the student to discuss the concern and desired resolution as soon as possible. The **Academic Director** of **Royal Byng College** is David Gordon-MacDonald, who may be contacted at dgm.royalbyng@gmail.com.
 - Following the meeting with the student, the **Academic Director** will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate Royal Byng College personnel.
 - The necessary enquiries and / or investigations shall be completed no later than 5 school days following the receipt of the student's written complaint. The **Academic Director** will then do one of the following within 5 days of receiving the student's written complaint:
 - a. Determine that the student's concerns are not substantiated; or
 - b. Determine that the student's concerns are substantiated in whole or in part;
 - If it has been determined that the Student's concerns are substantiated in whole or in part the **Academic Director** shall include a proposed resolution of the substantiated concern(s).

- The student and the institution personnel involved shall receive a written summary of the **Academic Director**'s findings. A copy of all documentation relating to the student complaint should be signed by all parties. A copy shall be given to the student, a copy will be placed in the school's Student Conduct File, and the original will be placed in the student's file.
 - If the student is not satisfied with the determination of the **Academic Director**, the student must advise the **Academic Director** within 48 hours of being informed of the determination. The **Academic Director** will immediately refer the matter to the **College Director**. The Royal Byng College Director is Jiying Anne Han, who may be contacted at info@royalbyng.com. The **College Director** will review the matter and meet with the student and **Academic Director** within 5 school days. The **College Director** shall either confirm or vary the determination of the **Academic Director**.
 - If the student complaint names the **Academic Director** or if the **Academic Director** is not present, all functions stated above shall be carried out by the **College Director**.
 - Written reasons for the any final determination will be provided to the student within 15 days after the date on which the complaint was made. The written reasons 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.