
Dispute Resolution Policy

inlingua Victoria College of Languages
Suite 101–910 Government Street
Victoria, British Columbia, Canada V8W 1X3

inlingua Victoria College of Languages is committed to ensuring all students are treated fairly, equitably, and without bias. The institution provides a structured, transparent, and impartial process for resolving student concerns, including grade appeals or serious disputes, in a timely and non-discriminatory manner.

This policy governs formal complaints submitted by students regarding any aspect of the institution's operations. Students who file a complaint in good faith will not be subject to retaliation or any form of adverse treatment as a result of doing so.

All complaints must be submitted in writing and addressed to the Academic Manager, who is responsible for handling and adjudicating complaints. In circumstances where the Academic Manager is unavailable or is directly involved in the matter, the complaint should be directed to the Executive Directors.

Procedural Guidelines

1. Initial Attempt at Resolution

When a concern arises, the student is encouraged to first address the issue directly with the individual most closely involved. If the concern is not resolved to the student's satisfaction, the student must submit a formal written complaint to the Academic Manager.

2. Meeting with the Academic Manager

Upon receipt of the complaint, the Academic Manager will arrange a meeting with the student to discuss the issue and the preferred resolution. This meeting will be held within five (5) school days of receipt of the written complaint.

3. Investigation

Following the meeting, the Academic Manager will initiate any necessary inquiries or investigations to determine the validity of the complaint, in whole or in part. This may include further discussions with the student and relevant inlingua personnel.

4. Written Communication Requirement

All communication regarding the complaint must be maintained in writing for documentation and transparency.

5. Response and Proposed Resolution

The Academic Manager will complete all investigations and provide a written response to all parties involved within ten (10) school days of receiving the complaint.

If the complaint is not substantiated, the student will receive a written explanation and the complaint will be denied.

If the complaint is substantiated in whole or in part, a resolution will be proposed. The written response will include a statement informing the student of their right to appeal the decision within five (5) school days.

6. Copies of the final decision and supporting documentation will be:

- a. Provided to the student;
- b. Retained for 8 years and
- c. Filed in the student's personal file.

7. Appeal Process

If the student is dissatisfied with the decision, they must notify the Academic Manager within five (5) school days. The matter will then be referred to the Owner or Executive Director of the institution for further review.

8. Executive Review

The Owner or Executive Director will review the case and may meet with the student if deemed necessary. This meeting will occur within five (5) school days of receipt of the appeal.

9. Final Determination

A final written decision will be issued by the Owner or Executive Director within five (5) school days of either the appeal submission or the meeting. At this point, the institution's internal dispute resolution process will be considered fully concluded.

10. Timeline for Final Response

A final written summary and rationale for the decision will be provided to the student within forty-five (45) calendar days from the date the original complaint was submitted.

Representation

11. Students may be accompanied or represented throughout the dispute resolution process by an authorized representative, agent, or legal counsel.

12. External Complaints

If, after exhausting inlingua Victoria's internal dispute resolution process, the student believes the institution has misrepresented itself or any aspect of its operations, the student may submit a formal complaint to:

- Private Training Institutions Branch (PTIB) (for students enrolled in PTIB-approved programs): <https://www.privatetraininginstitutions.gov.bc.ca/quality-standards>