

Glenn College	Institution Number:
	4356

DISPUTE RESOLUTION Policy	June 2, 2025
Name of Policy	Date amended

REVIEW REQUIREMENTS: Every two (2) years

APPROVED BY: Director

Policy Purpose & Summary

This policy ensures transparency, fairness, and equity in addressing student complaints related to any aspect of Glenn College operations, including grade appeals for midterm or final assessments.

Scope

This policy governs complaints from students respecting Glenn College and any aspect of its operations.

Procedure for Handling Student Complaints

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

1: Dispute Process

- Complaints must be submitted in writing.
- Students must submit their written complaint to: **Student Services Coordinator – Jamie Jung** through email at [gcstudenthelp@gmail.com].
- Upon receiving the written complaint, the Student Services Coordinator will arrange a meeting within **5 school days** to discuss the concerns and desired resolution. If the Student Services Coordinator is unavailable or named in the complaint, the complaint must be directed to the Director, Sungkoo Lee, through email: [koomi249@gmail.com].
- After the initial meeting, the Student Services Coordinator will conduct necessary investigations or inquiries to determine the validity of the student's concerns within **10**

school days. Investigations may involve discussions with the student and relevant college personnel.

- The Student Services Coordinator will determine:
 - Whether the concerns are substantiated, in whole or part
 - Whether the concerns are not substantiated
 - Whether the concerns are frivolous or vexatious.
- A written summary detailing the findings and, if applicable, the proposed resolution will be provided to the student and relevant personnel involved.

2: Appeals Process

- If the student is dissatisfied with the determination made by the Student Services Coordinator, they may appeal the Director in writing.

Director: Sungkoo Lee

Email: [koomi249@gmail.com]

The Director will review the matter and meet with the student within **5 school days**.

- The Director will either confirm or vary the initial determination and provide written reasons for the final decision.
- If the student remains dissatisfied with the Director's determination and believes they were misled by the institution regarding any significant aspect of the program, they may file a complaint within one year of program completion, dismissal, or withdrawal with:

The Private Training Institutions Regulatory Unit (PTIRU)

Website:(www.privatetraininginstitutions.gov.bc.ca).

Glenn College provides an opportunity for students to resolve disputes of a serious nature, and grades appeal in a fair and equitable manner. Only grades received on midterm or final assessments may be appealed. Grades received for assignments or weekly quizzes may not be appealed.

Procedures for Grade Appeal:

- Students who believe their grade for a midterm or final course assessment does not accurately reflect their performance must first discuss the issue directly with their instructor within five school days of receiving the grade. The instructor will review the

grade and either confirm or adjust it accordingly, providing their decision within three school days of the discussion.

- If the student remains dissatisfied with the instructor's decision, they may submit a formal written grade appeal to the Senior Educational Administrator [SEA - Allan Scafe] by email at [info@glenncollege.com] within five school days of receiving the instructor's decision. The written appeal must clearly outline the reasons for the appeal and include any relevant supporting documentation.
- Upon receipt of the appeal, the SEA will arrange for the assessment to be reviewed by an impartial instructor within five school days. The reviewing instructor will re-evaluate the assessment independently.
- If the reviewing instructor assigns a higher grade, the student will receive the revised grade. If the reviewing instructor assigns a lower or equal grade, the original grade will be retained.
- The SEA will provide written notification of the appeal outcome to the student within ten school days of receiving the written appeal. This determination is final and no further appeal process is available.

Representation

- The student making the complaint may be represented by an agent or lawyer throughout the complaint process.

Documentation

- All documentation related to student complaints will be signed by involved parties. Copies will be provided to the student, retained in the Dispute Resolution Binder, and placed in the student's file.