



DISPUTE RESOLUTION PROCESS

Eminent College is dedicated to fostering a safe, inclusive, and responsive environment for all students. The institution is committed to resolving concerns efficiently and fairly, ensuring satisfaction for both the students and the organization.

Complaints should be submitted within a reasonable time period from the incident or when the individual reasonably became aware of the issue. Complaints submitted more than a year after the event or after the student's departure may not be accepted.

- All complaints must be submitted in writing
 - The student submitting the complaint will have the opportunity to present their case in person.
 - The student may have a support person present during all stages of the process, and that person may also make oral statements on their behalf.
 - The student may also be represented by an agent or legal representative.
- No individual will face retaliation for filing a complaint or being involved in the process.
- The organization will keep a record of the complaint, related submissions, and outcomes for at least three years from the decision date.

Procedure:

Students are encouraged to resolve conflicts informally. If unsuccessful or uncomfortable doing so, they should proceed to Level-1 resolution.

Level-1 Resolution:

1. The student must submit their concerns in writing (email or letter) to the Campus Designee, including:
 - Full name and student ID
 - Issue details, proposed solution, and prior resolution attempts
2. The Campus Designee will investigate and, if needed, meet with the student within **5 days**.
3. A written decision will be provided within **10 days**, with copies sent to the student file and Dispute Resolution File.
 - The decision letter will outline appeal options and include the Director of Operations' contact.
4. The student must respond within **5 days**. If they do not, the Campus Designee will escalate the issue to Level-2.

Level-2 Resolution:

1. If unresolved, the Campus Designee escalates the complaint to the Director of Operations within **5 days**.
2. The Director of Operations will investigate and provide updates.
3. A written decision outlining appeal options will be issued within 15 days.
4. Resolution must be completed within **30 days**.

If dissatisfied and believe they were misled about their program, students may file a complaint with the **Private Career Colleges (PCC) Branch of Alberta Advanced Education** within **6 months of their last day**:

<https://www.alberta.ca/private-career-colleges.aspx>.