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DISPUTE RESOLUTION POLICY

IUOE Local 115 Training Association

Name of Institution

00776

Institution Number

Dispute Resolution Policy

Name of Policy

Aug. 31, 2021

Effective Date

Aug. 31, 2021

Revision Date

The IUOE Local 115 Training Association (IUOETA) seeks to create an educational and training environment that is safe and free of conflict. Operational policies and procedures have been developed which stress effective communication and encourage harmony and respect within the organization. The IUOETA believes that most misunderstandings can be resolved through informal discussion between the individuals involved but recognizes that some instances occur which require more formal and in depth consideration.

1. This policy governs complaints from students respecting IUOE Local 115 Training Association and any aspect of its operations (which include but are not limited to exam, course or project grade, personal conflicts with other students or staff, interpretation of instructions). Student(s) will not be subject to any form of retaliation as a result of filing a complaint.
2. All student complaints must be made in writing.
3. The student must provide the written complaint to their applicable Training Coordinator who is responsible for making determinations in respect of complaints. If the Training Coordinator is absent or is named in a complaint, the student must provide the complaint to the Training Administrator.
4. The two-step process by which the student complaint will be handled is as follows.
 - a. Within three (3) working days of receiving the written complaint, the Training Site Supervisor Stewart Miller smiller@iuoe115.ca will contact the concerned parties and provide any assistance which seems appropriate, to seek a mutually satisfactory resolution.
 - b. If the parties accept the decision rendered by the Training Site Supervisor, the matter is considered closed. If the decision is not accepted, the matter will be referred to the Training Association Administrator Jeff Gorham jgorham@iuoe115.ca who will, within one week, mediate a solution to the dispute or failing that, arbitrate a decision that is binding on all parties. If the Training Association Administrator is absent or named in the complaint, the matter will be managed by a Director of the IUOETA's Board of Directors. Written reasons for the determination will be given to the student within thirty (30) days following the date on which the student submits the written complaint, including any use of a third party mediator.
5. The student making the complaint may be represented by an agent or a lawyer.

6. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of the program, he/she may file a complaint with the Private Training Institutions Branch (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
7. 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.