

<b>Implementation Date:</b>	<b>Sep 1, 2010</b>
<b>Senior Education Administrator</b>	
<b>PRAC Registrar</b>	
<b>Program Instructors</b>	
<b>Date of Last Revision:</b>	<b>May 21, 2021</b>

**Policy:**

This policy governs complaints from students enrolled in programs at Clearmind International Institute Inc. (CM) and applies to any aspect of CM's operations. CM provides an opportunity for Students to resolve disputes of a serious nature and grades appeals in a fair and equitable manner. Students will not be subject to any form of retaliation as a result of filing a complaint.

The policy applies to all current and past CM Students who are currently enrolled or have been enrolled in CM program(s). Determination in respect to the Student complaint is the responsibility of the Senior Education Administrator. If the Senior Education Administrator is absent or named in the complaint, the Senior Clinical Director shall be responsible for making a determination in respect of the Student complaint.

Only grades received on final assessments may be appealed. Grades received for assignments or quizzes may not be appealed.

**Procedure for Student Disputes:**

1. Within 5 business days, the Student should address the concern with the Program Instructor most directly involved. If the Student is not satisfied with the outcome at this level, the Student should put their complaint in writing to the Instructor and the Senior Education Administrator.
2. Once the complaint has been submitted in writing, the complaint will be posted to the Instructor's team for discussion by Instructors/Senior Education Administrator/Senior Clinical Director, and a solution will be proposed based on this collaboration.
3. Within 5 business days, the solution will be forwarded in writing to the Student by the Instructor.
4. If the Student is not satisfied with the solution, the Senior Education Administrator will arrange to meet with the Student to discuss the concern and desired resolution within 5 business days of notification by the Student, or as soon as practicable and agreeable to both parties.
5. Following the meeting with the Student, the Senior Education Administrator 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 CM personnel, such as Instructors.
6. The necessary enquiries and/or investigations shall be completed no later than 5 business days following the meeting with the Student. The Senior Education Administrator will do one of the following within 5 business days of meeting with the Student:
  - 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.
7. Within 25 business days of the original complaint being submitted in writing, the Student and CM's Program Instructor(s) shall receive a written summary of the above determination along with a proposed solution of the substantiated concern(s) from the Senior Education Administrator. A copy of all documentation relating to the Student complaint is to be signed by all parties. A copy shall be forwarded to the Student and a copy forwarded to the PRAC Registrar who will file it both in the school's Student Conduct File, and in the Student's file.

8. If the Student is not satisfied with the determination of the Senior Education Administrator, the Student must advise the Senior Education Administrator within 48 hours of being informed of the determination.
9. At this point, the internal Dispute Resolution process will be considered exhausted.
10. If the issue is of a serious nature the CM President may, in his sole discretion and at his cost, engage the services of a third party mediator to assist in the resolution of the dispute.
11. The Student making the complaint may be represented by an agent or a lawyer.
12. The Student will be informed of their right to further recourse, including bringing their complaint forward to the appropriate counselling association(s) if the issue is therapeutic in nature.
13. If the Student is or was enrolled in an approved program (PRAC), is dissatisfied with the determination, and has been misled by the Institution (CM) regarding any significant aspect of that program, they may file a complaint with the Private Training Institutions Branch ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)).

**Procedure for Grade Appeal:**

1. If a Student is dissatisfied with the grade received for a final course assessment and can provide evidence that a higher grade is warranted, they should discuss with his/her Program Instructor(s). The Instructor(s) will reconsider the grade and, if warranted, assign a different grade.
2. If the Student is not satisfied with the outcome of their appeal to the Instructor(s), they should submit a written appeal and e-mail it to the Senior Education Administrator, with all appropriate documentation attached.
3. The Senior Education Administrator will obtain a copy of the final assessment from the Instructor(s) and will have the assessment re-marked by another Instructor.
4. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the Student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
5. If a grade appeal is reviewed by the Senior Education Administrator, the grade assigned following the re-mark and review will be final and cannot be appealed further.
6. The Senior Education Administrator has the discretion after discussions with Instructors/the Student to allow the Student to re-write the exam or portions of thereof.
7. A passing grade on the final exams is considered to be 70%. If the Student does not achieve 70%, s/he may elect to re-write the exam. An admin fee of \$50 will apply.
8. A passing grade for the program is considered 70%. If a Student does not achieve 70%, they may discuss how to make up for missing components of the program with Instructors/ Senior Education Administrator.

**STUDENT REQUIREMENTS:**

If Students have complaints and concerns, they are encouraged to first seek resolution of the problem by using what they are learning in the PRAC program in an effort to identify and understand all aspects of the presenting complaint or concern.

The onus is on the Student to communicate any difficulties with the program directly to the Instructor(s). If resolution is not achieved, the Student is invited to communicate in writing with the Senior Education Administrator and, in the event the Senior Education Administrator is party to the concern, with the Senior Clinical Director. Every effort will be made to work toward a resolution with the Student.