

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 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 of receiving the complaint.
3. A written decision will be provided within 10 days, with copies sent to the student file and the Dispute Resolution File.
 - The decision letter will outline appeal options and include the Director of Operations' contact information.
4. The student must respond within 5 days of receiving the written decision. If they do not respond, the Campus Designee will escalate the issue to Level-2 Resolution.

5. If the Campus Designee fails to escalate the complaint to the Director of Operations within 5 business days, the student may take direct action by submitting their complaint to the Director of Operations.

Level-2 Resolution

1. Direct Access: If the student does not receive timely updates or escalation from the Campus Designee, or if they remain dissatisfied after Level-1, they may directly contact the Director of Operations at:

Director of Operations

Eminent College

Email: operations.manager@eminentcollege.ca

Phone: 587-686-8348

- The student should include their full name, student ID, prior communications, copies of responses received, and a summary of desired resolution.
 - This request should be made within 10 days of receiving (or expected to receive) the Level-1 decision.
2. Upon receiving the complaint, the Director of Operations will confirm acknowledgment within 3 business days, begin an investigation, and provide updates as necessary.
 3. A written decision outlining findings and further appeal options will be issued within 15 days of receipt of the complaint.
 4. The entire Level-2 resolution process must be completed within 30 days from the date the Director of Operations receives the complaint.

External Complaint (Final Option)

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

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