

### **Dispute Resolution Policy:**

Lost Boys provides an opportunity for students to resolve disputes of a serious nature and grades appeals in a fair, reasonable, and equitable manner.

This policy governs complaints from students regarding Lost Boys Studios | School of Visual Effects and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.

Any dispute relating to a student's admittance, attendance or dealings with Lost Boys Studios or any of its owners or staff or representatives, shall first and foremost be attempted to be resolved with internal dispute resolution means.

All student complaints must be made in writing.

### **Procedure:**

1. It is in the interests and beliefs of the owner and staff of Lost Boys Studios that most disputes can be resolved quickly by open and honest verbal discussion between the parties. This includes disputes between owners, staff and students in any combination. This is the first step to dispute resolution and should be completed within one week of the complaint.
2. The second step to dispute resolution, should the first step prove unsatisfactory, requires that the student or complaining party put the nature of the complaint in writing and submit it to the Administration Office to the attention of the Senior Educational Administrator. If the Senior Educational Administrator is absent or is named in a complaint, the student must provide the complaint to the Administration assistant who will bring it to the Owners' attention.
3. Senior Educational Administrator will arrange to meet with the student to discuss the concern and desired resolution as soon as possible but within 5 school days of receiving the student's written concern.
4. Following the meeting with the student, the Senior Educational Administrator (SEA) 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 enquiries may involve further discussion(s) with the student either individually or with appropriate Lost Boys personnel. All communications must be put in writing.
5. The necessary enquiries and/or investigations shall be completed and a response provided in writing to all involved as soon as possible but no later than **45** school days following the receipt of the original student's written concerns.
  - a. If it is determined that the student's concerns are not substantiated, the Institution will provide a written explanation of the decision and deny the complaint; or

## Dispute Resolution Policy

---

b. If it is determined that the student's concerns are substantiated in whole or in part, the Institution will propose a resolution.

The response must specify that the student will have **5** school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student, a copy will be placed in the Institution's Student Conduct File, and the original will be placed in the student file. The student making the complaint may be represented by an agent or a lawyer

6. If the student is not satisfied with the determination of the Senior Educational Administrator (SEA), the student must advise the Senior Educational Administrator as soon as possible but within **5** school days of being informed of the determination. The Senior Educational Administrator will immediately refer the matter to the Owner of the Institution.

7. The Owner will review the matter and if necessary, may meet with the student as soon as possible but within ten school days of receipt of the student's appeal from the SEA.

8. The original decision will either be confirmed or varied by the Owner in writing within **5** school days after receipt of the student's appeal or, if a meeting with the student occurred, within 5 days of that meeting. At this point the Institution's dispute resolution process will be considered exhausted.

The necessary enquiries and/or investigations shall be completed and a response provided in writing to all involved as soon as possible but no later than 45 school days following the receipt of the original student's written concerns and any appeals made to the original decision.

9. 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 that program, he or she may file a complaint with the Private Training Institutions Branch  
<http://www.privatetraininginstitutions.gov.bc.ca>