

Dispute Resolution

Purpose: The Pacific Horticulture College (PHC) endeavours to create a positive learning and working environment. To this end, disputes of any nature will be dealt with in a timely manner following the procedures laid out in the Dispute Resolution Guidelines of the Private Training Act of British Columbia.

This policy governs complaints from students regarding PHC and any aspect of its operations. The student will not be subject to any form of retaliation as a result of filing or otherwise being involved in a complaint.

If a dispute should arise with either fellow students or staff, try to resolve the situation informally. If a more formal approach becomes necessary, PHC provides a fair and reasonable mechanism for resolution as outlined below.

At any point during this process, any party may request a witness to the proceedings.

1. All student complaints must be made in writing.
2. The student must provide the written complaint to Laura Biggs, College Director (college@hcp.ca) who is responsible for making determinations with respect to complaints. If the College Director is absent or is named in a complaint, the student must provide the complaint to Jessica Lokker, College Administrator (collegeadmin@hcp.ca).
3. The process by which the student complaint will be handled is as follows:
 - First discuss the issue with the other party/parties involved.
 - Should this be unsuccessful, the College Director will be advised and will address both parties separately or jointly within one week after receiving the complaint. The College Director may also consult with the College Administrator and other parties as required.
 - The College Director will then make a determination to address the complaint. Written reasons for the determination will be provided to the student within 30 days after the date on which the complaint was made.
 - If necessary, Deborah Donahue, General Manager (director@hcp.ca) is responsible for reconsideration requests. Written reasons for reconsideration will be provided to the student within 30 days after the date on which the reconsideration was requested.

4. The student making the complaint may be represented by an agent or a lawyer.

5. 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, they may file a complaint with the Private Training Institutions Branch (PTIB) (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.