

Commercial Diving Institute of Canada (CDI)

<u>Dispute Resolution Policy</u>	<u>November 16, 2010</u>
Name of Policy	Implementation Date
<u>Vernon Johnston</u>	<u>July 10th, 2024</u>
Director	Date of Last Revision

ITEM 1.1.0 DISPUTE RESOLUTION POLICY

1. The school representative responsible for dealing with all student complaints is Mr. Vern Johnston, Director of Operations and the designated Senior Educational Administrator. Mr. Johnston can be contact by email vern@commercialdivinginstitute.com or by phone at 250 861 1848.
2. The Dispute Resolution Policy is provided to the student prior to the start of classes.
3. There are no fees from the school that a student would be responsible for during the processing of complaint.
4. Dispute resolution files will be retained by the school for not less than 5 years.
5. **TIMELINE:** A written resolution will be provided to the student or named student representative in their absence within a maximum of 45 days from the receipt of the complaint.

ITEM 1.1.1 STUDENT PROCEDURES

STUDENT CONCERNS

1. Less serious disputes shall be in writing first submitted to the Diving Supervisor in charge.
2. In discussion with the Diving Supervisor a recommended disposition can be accepted.
3. The timeline for resolution is 5 school days after receipt of the complaint.

FORMAL COMPLAINT

1. Submit in writing to the Senior Educational Administrator all details pertaining to the dispute. This letter must be concise and details definitive.
2. The letter must be identified clearly with the individual responsible for making a determination in respect of a student complaint *or* In case the individual identified above is absent or named in the complaint, the individual responsible for making a determination in respect of the student complaint will be a Director from the school.
3. The student is authorized if they so choose to be represented by an agent or legal counsel.
4. Respond within 7 school days in writing or in person to a request from the Senior Educational Administrator for additional information.

5. Student may accept recommended disposition from the Senior Educational Administrator or the designated school Director.
6. The recommended timeline for resolution is 14 school days after receipt of the complaint with a maximum timeline of 45 days.

UNRESOLVED DISPUTES

1. It will be the goal of the school to work with the student and a mutually agreed upon mediator for a resolution. The expense of the mediation will be not be the responsibility of the student.
2. It will be the goal of the school to have the unresolved dispute settled within the earliest possible time frame.

ITEM 1.1.2 STAFF PROCEDURES

STAFF CONCERNS WITH A STUDENT

1. Less serious disputes will be put in writing in the form of a CHIT and attached to student file. A student will be required to sign the CHIT and will receive a copy.
2. Disposition will be agreed upon and signed by both the school and student. The disposition will remain in the student file.
3. The timeline for resolution is 3 school days after the issuance of the concern.

FORMAL COMPLAINT

1. Submit in writing to the student all details pertaining to the concern with an offer for resolution.
2. An official meeting to be struck between the Senior Educational Administrator & Student within 3 school days of the issuance of the concern with the goal of resolution.
3. The preferred timeline for resolution is 14 school days.
4. Maximum timeline for resolution is 45 days.

ITEM 1.1.3 UNRESOLVED DISPUTES

1. It will be the goal of the school to work with the student and a mutually agreed upon mediator for a resolution. The expensive of the mediation will not be the responsibility of the student.
2. It will be the goal of the school to have the unresolved dispute settled within the earliest possible time frame.