



## Dispute Resolution Policy – Corporate Training

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### Context

Kitamaat Valley Education Society (KVES) is committed to providing a learning environment in which participants are treated with respect and dignity at all times.

We acknowledge the right of all participants to seek assistance from the Corporate Training Manager, HR Manager and/or the Executive Director to resolve disputes and disagreements, including grading. Among other things, support services and the resources necessary to resolve disputes will be provided by the Corporate Training and/or Human Resources Department(s) at KVES.

We are committed to an open, collaborative approach to dealing with training concerns or disputes, and we will endeavor to resolve complaints at an informal level wherever possible. Should this not be successful, training participants have the option of initiating a formal complaint.

This policy is to be followed in the event of a training participant initiated complaint regarding instruction or services at the KVI Campus or training instruction via KVES Virtual Training. Participants may seek advice to ensure that this policy is appropriate to the concern being raised. The goal of the **Dispute Resolution Policy – Corporate Training** is the timely and successful resolution of the complaint or dispute.

Strict confidentiality will be maintained for all parties involved throughout this process. The complainant will not be subject to any form of retaliation or discrimination as a result of filing a complaint.

For the appeal of student marks, please see KVES' **Appeal of Training Marks Policy**.

### Procedural Guidelines

The Corporate Training Manager will serve as the initial point of contact for training participants and will provide guidance about what dispute resolution alternative may work best to settle a particular dispute. The Corporate Training Manager will be available to assist a participant wishing to initiate a Formal Complaint should this prove necessary.

KVES will ensure the rights of both the complainant and respondent are respected. This policy honors the following principles:

#### The complainant has the right:

- to file a complaint without fear of retaliation or discrimination
- to full disclosure of the respondent's statements and any supporting documents
- to a fair, unbiased hearing



**The respondent has the right:**

- to know who is making the complaint
- to full disclosure of the substance and nature of the complaint and any supporting documents/information available
- to a fair, unbiased hearing

### ***Step One – Informal Procedures***

**Training Participants** (*complainants*) should communicate directly with the individual involved within 10 days of the occurrence of the problem/situation, if it is safe to do so.

The **respondent** will consider the concerns and outline their understanding of the situation. All concerned parties should make a good faith effort to resolve the problem informally.

This step resolves most concerns/disputes in the initial meeting. Complainants are encouraged to pursue this dialogue to reach a successful resolution.

In instances where the participant feels uncomfortable speaking to an instructor, or has any reservations about making the initial contact, the complainant should contact the **Corporate Training Manager**. He/she will discuss the matter with the participant ***within two (2) working days***, become familiar with the complaint, and then advise the complainant what options and resources are available for resolving the problem/dispute.

### ***Step Two –Written Formal Appeal***

If a dispute cannot be resolved as a result of direct dialogue between the participant (*complainant*) and the respondent then;

1. The *participant is required* to prepare a **written complaint** ten (10) days after the informal resolution process has concluded.
2. The *written request* for **Formal Appeal** should include the following information:
  - a. The participant's/complainant's name as well as the respondent's name, if applicable
  - b. The nature of the problem or complaint
  - c. The communication regarding the informal complaint that has taken place between the complainant and his or her instructor and/or KVES concerning the matter
  - d. The Instructor's, Corporate Training Manager's or KVES' response to the informal complaint
  - e. The reason the complainant disagrees with that response



- f. The complainant's suggestions for proper resolution of the matter
- 3. The **Corporate Training Manager** will meet with the complainant **within five days** of the formal written complaint being received to try to understand and resolve any outstanding issues. The Corporate Training Manager will provide a written decision to the complainant **the next business day after the meeting**. If needed, a second meeting with the Corporate Training Manager may be requested by the complainant **within five days** to discuss the written decision and determine if the dispute can be resolved. The result of this meeting is documented with a copy given to the training participant (*complainant*) **the next business day after the meeting**.
- 4. If the training participant wishes to appeal the decision of the **Corporate Training Manager**, the individual will submit a written statement and the Manager will provide a written summary of events (*both within seven working days*) to the **Executive Director** who will meet with the training participant (*complainant*) and Corporate Training Manager **within 10 days**.
- 5. In making their **recommendation**, the Executive Director shall consider only the representations of the parties, any relevant KVES policies and any previous relevant appeal decisions. When policies are considered, copies shall be provided to the parties.

The **Executive Director** shall provide his or her recommendation/decision **within five (5) working days** of the meeting.

- a. The **Executive Director** will provide a written summary setting out the nature of the appeal, the parties' positions, outcomes of investigation, and make reference to the relevant policy(s) considered in making the decision.
- b. The **Executive Director** will provide a copy of these recommendations the complainant and respondent.
- 6. The **third party hearing** as described above is the **final step** in the Dispute Resolution process and all decisions will be final.

Event	Timeline	Contact
<b>Informal Contact</b>		
Informal Contact	Within ten (10) working days from occurrence	Individual involved, KVES instructor or staff member with whom the dispute arose
Meeting to Discuss	Within two (2) working days from contact by participant	KVES instructor or staff member/ Corporate Training Manager
<b>Formal Appeal</b>		



Written Request (appeal letter)	Ten (10) working days following the conclusion of informal meeting	Corporate Training Manager
Respondent Reply: KVES meeting and written response from Corporate Training Manager	Corporate Training Manager will meet with student within 5 days of formal complaint. CT Manager will provide the written response the day following the meeting	Corporate Training Manager
<b>Appeal</b>		
Appeal Request	Participant and Corporate Training Manager submit written summary of events within seven (7) working days from respondent's reply	Executive Director
Hearing Date	Within eight (8) working days from appeal request	Executive Director
Recommendation/Decision	Within five (5) working days from hearing	Executive Director



## Additional Information

### Related KVES Policies

- Appeal of Training Marks Policy
- KVES Privacy Policy
- Attendance Policy
- Facilitation of Training Success Policy
- Training Dismissal Policy
- Training Assessment & Evaluation Policy
- KVI Student Handbook

### Related Documents

- Written Formal Appeal Form

### Contact Information for Individuals Responsible for Making Determinations of Disputes:

#### KVES Corporate Training Manager

Carrie McKay

[cmckay@kves.ca](mailto:cmckay@kves.ca)

[corporatetraining@kves.ca](mailto:corporatetraining@kves.ca)

#### Executive Director

To Be Determined

Update Email Address(s)

accordingly

#### Human Resources Manager

Mike Hannon

[mhannon@kves.ca](mailto:mhannon@kves.ca)

[hr@kves.ca](mailto:hr@kves.ca)

NOTE: The above contact information MUST be updated with any position/role changes within the organization.

Telephone Number: (250) 639-9199

If you have questions, comments or suggestions regarding this document, contact the Corporate Training Manager and/or the Executive Director.



### Document Control Sheet

<b>Document Title</b>	Student Dispute Resolution Policy
<b>Author(s)</b>	Karen Osadchuk, Samantha Stone, Darlene Campbell
<b>Document Status</b>	Under Revision

### Document Amendment History

Version #	Date	Reviser Name(s)	Approver	Description
1	07 Oct 2003		Inherited from previous owner.	Initially created for KVI accreditation self Study
2	01 Oct 2006	Unknown		Revised under previous management without documentation control procedures.
3	14 Feb 2007	Rosalinde Blake	Karen Osadchuk	Policy revised to apply only to students as well as use the new policy template format and conform to the documentation control procedures.
4	10 July 2008 20 Aug 2008	Denise Walter	Roger Leclerc	Revised job title from MTSJR to Mgr Technical Programs & Services; Change policy # Added approval signing lines
5	21 July 2009	Molly Baruta	Roger Leclerc	Review policy
6	14 Jun 2011	Lynn Stevenson	Kelley Williams	Reviewed policy Replaced KVIC with KVES – replaced logo Changed Mgr Technical Programs & Services to Manager Instruction and Curriculum Development Revised Event and Timelines Table
7	21 Jan 2013	Nicole Barriault	Chantal St-Arnaud	Reviewed policy Update titles
8	03 Jul 2014	Nicole Barriault	Chantal St-Arnaud	Reviewed policy Updated titles
9	22 Jul 2016	Eva Speitelsbach	Sherrie Little	Updated Education Services Coordinator to Education Manager.
10	30 Aug 2016	Jodie Cook	Sherrie Little	<ul style="list-style-type: none"> <li>Remove PCTIA reference.</li> </ul>



				<ul style="list-style-type: none"> <li>• Student Enrolment Form name change.</li> <li>• Replace KVES with KVI.</li> </ul>
11	09 Feb 2017	Marianne Hemmy	Sherrie Little	<ul style="list-style-type: none"> <li>• Updated title for Education Manager. Updated responsibility.</li> <li>• Removed Informal Mediation, made policy clear and concise.</li> </ul>
12	7-Dec-21	Darlene Campbell	Kailee Gardiner	<ul style="list-style-type: none"> <li>• Updated header/footer to standardized format</li> <li>• Changed KVI to KVES</li> <li>• Changed Education Manager to Corporate Training Manager</li> <li>• Changed President &amp; CEO to Executive Director</li> <li>• Updated Policy Title from “Student Dispute Resolution Policy” to Dispute Resolution Policy – Corporate Training”</li> <li>• Minor formatting/grammar/wording changes (changed Student to Participant/Training Participant; Font, Etc.)</li> <li>• Updated MASTER list of documents and Doc Control Sheet</li> <li>• <i>Added comments for Corporate Training Manager’s (Carrie McKay) review and recommendations - Resolved</i></li> </ul>
13	11-Mar-22	Darlene Campbell	Executive Director	<ul style="list-style-type: none"> <li>• Removed Executive Director signature lines as per HR Coordinator and Director of Operations.</li> </ul>
14	5-May-22	Darlene Campbell	Executive Director	<ul style="list-style-type: none"> <li>• Added in names and contact information for each individual responsible for making a determination in the event of a dispute, as per new PTIB policy requirements</li> <li>• Added HR email (<a href="mailto:hr@kves.ca">hr@kves.ca</a>) as per HR Coordinator</li> </ul>
15	13-Jul-22	Darlene Campbell	Executive Director	<ul style="list-style-type: none"> <li>• Updated HR Coordinator’s title to HR Manager</li> </ul>



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				<p>Inserted "NOTE: The above contact information MUST be updated with any position/role changes within the organization."</p> <ul style="list-style-type: none"> <li>Removed Kailee Gardiner's name from "Approver" column on doc control sheet. Executive Director TBD.</li> </ul>
16	3-Apr-23	Darlene Campbell	Executive Director	<ul style="list-style-type: none"> <li>Annual Review; changed document# to CTP017</li> </ul>