

# Victoria Academy of Dramatic Arts

## Dispute Resolution Policy

<u>Victoria Academy of Dramatic Arts</u>		<u>3784</u>
Name of Institution		Institution Number
<u>Dispute Resolution Policy</u>	<u>Sept 1, 2021</u>	<u>Aug 15, 2021</u>
Name of Policy	Effective Date	Revision Date

1. This policy governs complaints from students respecting Victoria Academy of Dramatic Arts and any aspect of its operations.
2. A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time.
3. The process by which the student complaint will be handled is as follows:

Student complaints must be made in writing.

\* The student files a complaint in writing to the Senior Educational Administrator, Joe McCoy ([mccoy@vadarts.com](mailto:mccoy@vadarts.com)). The written complaint will include the name, title and email of the pertinent instructor(s), if any, involved in the complaint.

\* The S.E.A., Joe McCoy, forwards the written complaint to the instructor(s) in question and requests that they speak with the student about their complaint. No decision is made at this time.

\* The instructor(s) meets with the S.E.A., Joe McCoy, and Administrator, Kara Flanagan, to explore the nature of the complaint, discuss and reach a determination on the dispute.

\*The institution will provide in writing the reasons for the determination and the reconsideration (if any) to the student within 30 days after the date on which the student made the complaint.

The written reasons will advise a student, that if the student is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Branch (PTIB) ([www.privatetraininginstitutions.gov.bc.ca](http://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.]

4. The student making the complaint may be accompanied by a parent or advocate.

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### **Procedure for Grade Appeal:**

1. If a student is dissatisfied with the grade received for a final course assessment and can provide evidence that a higher grade is warranted he/she should discuss with his/her instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.
2. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she should submit a written appeal to the Senior Educational Administrator.
3. The Senior Educational Administrator will obtain a copy of the final assessment from the instructor and will have the assessment re-marked by another instructor.
4. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
5. If a grade appeal is reviewed by the Senior Educational Administrator, the grade assigned following the re-mark and review will be final and cannot be appealed further.