

Dispute Resolution

This policy governs complaints from students respecting Vancouver Island School of Art and any aspect of its operations.

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.

The process by which the student complaint will be handled is as follows:

1. The student must provide the written complaint to the [Office Manager](#) who is responsible for making determinations in respect of complaints. If the Office Manager is absent or is named in a complaint, the student must provide the complaint to the [Executive Director Wendy Welch](#). If the Executive Director is named in a complaint, then the student must provide complaint to the VISA Board of Directors ([Board Chair Lindsay Shojanian](#)).
2. If possible, the complaint will be resolved through a written response to the student from the Executive Director or Board Chair.
3. If a written response regarding a student complaint does not resolve the issue, a meeting will be set up between the Executive Director or the Board Chair and the student making the complaint.
4. Written reasons for the determination will be provided to the student within 30 days after the date on which the complaint was made.

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 \(PTIB\)](#). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.

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