

Grievance and Dispute Resolution Policy

This policy applies to all grievances that arise between students, students and faculty, and students and other staff members at Pacific Rim College.

In the case of a grievance, the primary goal of the Academic Board is to reach a just resolution to restore balance within the College environment. The Board will make every effort to remain unbiased throughout the resolution process. 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.

Grievance Procedure

1. All grievances must be presented in writing and sent to a member of the Academic Board. The grievance is kept in strict confidence by the Academic Board, maintaining accurate records for any correspondence related to the grievance.

The persons involved in presenting the grievance must be identified by full name. Should the grievance be presented on behalf of a class, if one does not already exist, the class must appoint a student representative who will speak on behalf of the class.

2. The Academic Board consists of the:

- Michelle Quintal, Academic Dean academicdean@pacificrimcollege.com
- Amy Klazek, Director of Admissions aklazek@pacificrimcollege.com and
- A Program Dean of the student or faculty's area of study:
 - Sumi Kang, Dean - School of Acupuncture and Chinese Medicine skang@pacificrimcollege.com
 - Bree Nabholz, Dean – School of Western Herbal Sciences phytodean@pacificrimcollege.com
 - Amber Baker, Dean – School of Holistic Nutrition nutrition@pacificrimcollege.com
 - Delvin Solkinson, Dean – School of Permaculture Design permaculture@pacificrimcollege.ca

Should a member of the Academic Board be absent or cited in the grievance, in all dealings related to the grievance, he or she will be temporarily replaced on the Academic Board by James Christian, President jchristian@pacificrimcollege.ca until the grievance has been resolved.

3. The Academic Board will convene for a meeting as soon as reasonably possible following the submission of the grievance. The Board will determine if sufficient information regarding the grievance has been provided. If not met, the Board will request in writing further information so that resolution can proceed.
4. The Board will then conduct further investigation of the circumstances concerning the grievance and attempt to bring about resolution between involved parties. All aspects of this process will be documented.
5. The final decision of the Academic Board will be presented to all parties involved in the grievance within 30 days after the complaint has been received. It will include adequate reasoning for its decision.
6. The Board's decision stands as the final word in the appeal process. If a student is dissatisfied with the determination and has been misled regarding a significant aspect of the program the student may file a complaint with the [Private Training Institutions Regulatory Unit](#) within one year of the date a student completes, is dismissed from, or withdraws from the program.