

## Student Complaint and Dispute Resolution Policy

The Language Gallery Canada (TLGC) is committed to supporting our students with any concerns. Students have the right to express any concerns they are experiencing. Every complaint will be fully considered and dealt with professionally and in confidence.

Students must bring concerns or problems to our attention as soon as possible. All complaints must be made to any The Language Gallery Canada staff members as soon as possible, and or only in writing to [student.services@tlgcanada.ca](mailto:student.services@tlgcanada.ca) within 21 days of the alleged incident, matter, or concern. The school reserves the right not to accept retrospective complaints or queries. If a student is experiencing racism, homophobia, sexism, unwanted attention, or any other kind of bullying or antisocial behavior, our Associate Director of Operations should be contacted immediately – in person at our School or at [nubia.rojas@tlgcanada.ca](mailto:nubia.rojas@tlgcanada.ca)

The school asks that a complaint will normally be made by the student concerned. If the student wishes a third party (e.g., family member) to make the complaint, the student must give the school written permission to correspond with that third party to ensure that the school does not break the Data Protection.

Act. Exception: a minor student can ask a parent or guardian to make the complaint on their behalf.

The Language Gallery Canada provides an opportunity for students to resolve disputes of a serious nature and grades appeals in a fair, reasonable, and equitable manner.

If the student is dissatisfied with the results of the appeal, the dispute resolution policy is then followed with our Associate Director of Operations being the first step.

1. This policy governs complaints from students respecting The Language Gallery Canada and any aspect of its operations. Student will not be subject to any form of retaliation because of filing a complaint.
2. All student complaints must be made in writing. Students should bring concerns or problems to the attention of The Language Gallery Canada staff members as soon as possible. The school does not accept complaints or queries after 21 days. Complaints should be made within 21 days of the alleged incident, matter, or concern. Please allow 48 hours for a response if the complaint is emailed.
3. The student must provide the written complaint to [canada@thelanguagegallery.com](mailto:canada@thelanguagegallery.com), the student must provide the complaint to Associate Director of Operations Nubia Rojas at [nubia.rojas@tlgcanada.ca](mailto:nubia.rojas@tlgcanada.ca)
4. The process by which the student complaint will be handled is as follows:
  - a) When a concern arises, the student should first attempt to address the concern with the individual most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the Associate Director of the Institution. The Associate Director will arrange to meet with the student to discuss the concern and desired resolution as soon as possible, but within five (5) school days of receiving the student's written concern.

- b) Following the meeting with the student, the Associate Director will conduct whatever inquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those enquiries may involve further discussion(s) with the student either individually or with appropriate institution personnel. All communications must be in writing.
  - c) The necessary inquiries and/or investigations shall be completed, and a response provided in writing to all involved as soon as possible.
  - d) If it is determined that the student's concerns are not substantiated, The Language Gallery Canada will provide a written explanation of the decision and deny the complaint; or
  - e) If it is determined that the student's concerns are substantiated in whole or in part, The Language Gallery Canada will propose a resolution.
  - f) The response must specify that the student will have five school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student, a copy will be placed in the Institution's Student Conduct File, and the original will be placed in the student file.
  - g) If the student is not satisfied with the determination, the student must advise the Associate Director as soon as possible but within five (5) school days of being informed of the determination.
  - h) The Associate Director will review the matter and if necessary, may meet with the student as soon as possible but within five (5) school days of receipt of the student's appeal. The original decision will either be confirmed or varied by Associate Director in writing within five (5) school days after receipt of the student's appeal or, if a meeting with the student occurred, within five (5) days of that meeting. At this point The Language Gallery Canada dispute resolution process will be considered exhausted.
  - i) Written reasons for the determination will be provided to the student within 45 days after the date on which the complaint was made.
5. If not resolved at this level, the student may submit a student complaint to the Board of Directors of Languages Canada (<http://www.languagescanada.ca/en/contact> or 1- 604-625-1532) for resolution in accordance with the terms and conditions of the Dispute Resolution Policy for Languages Canada (available for download at [www.languagescanada.ca](http://www.languagescanada.ca)).
  6. The student making the complaint may be represented by an agent or a lawyer.