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## PROBLEM RESOLUTION POLICY/PROCEDURE FOR COMPLAINTS

At Glenbow College (GC), we recognize that conflicts can arise due to differences in needs, views, and values, which is particularly challenging in the context of our diverse international student body.

To address this, we have established a Problem Resolution Procedure to ensure that complaints are handled promptly and efficiently, with the aim of empowering students to manage conflicts constructively and facilitating growth for all parties involved.

Our approach adheres to the standards set by Languages Canada and follows the steps outlined below:

### **Informal Resolution:**

Students are encouraged to first discuss the issue directly with the staff member or person involved. For academic concerns, this would typically involve addressing the matter with the teacher or Head of Studies.

### **Formal Complaint Submission:**

If a satisfactory resolution is not achieved through informal discussion, the student may submit a written complaint to the Student Coordinator. For complaints related to the Accommodation Program, the Homestay Coordinator will oversee the resolution process.

### **Meeting with Student Coordinator:**

Upon receipt of the complaint, the Student Coordinator will arrange a meeting with the student and any relevant parties within 48 hours. If the student's language proficiency is insufficient to communicate effectively with the Student Coordinator, an agent Representative from the student's country may be invited to assist with translation and ensure clear communication.



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**Conducting the Meeting:**

The meeting will take place in a comfortable and private setting, allowing for uninterrupted discussion.

**Explanation of Process:**

The Student Coordinator will explain the Dispute Resolution Process to the student and provide them with a copy for reference.

At Glenbow College, we are committed to fostering a supportive and inclusive environment where conflicts are addressed promptly and effectively for the benefit of all stakeholders.

**Listening to All Parties:** The Student Coordinator will provide a platform for all involved parties to share their perspectives on the situation.

**Seeking Mutually Acceptable Solutions:**

The Student Coordinator will endeavor to find solutions that align with the interests of all parties involved, while adhering to GC's guidelines and policies. A written report detailing the outcomes will be documented in GC's management system for inclusion in the student's file.

**Communication of Proposed Solutions:**

If the problem or complaint remains unresolved, the Student Coordinator will promptly email a report to the student's Marketing Representative. Within 24 hours of the meeting, a written response outlining the facts and proposed resolutions will be sent to the student (with the Marketing Representative copied). The student will be assured that they will not face any repercussions as a result of lodging the complaint.



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**Involvement of Agent Representative:**

The Agent Representative should escalate the matter to GC's representative if deemed necessary, especially for adult students and always for minor students.

**Further Recourse:**

If the student remains dissatisfied with the proposed solutions, they may escalate their complaint to the Board of Directors of Languages Canada after exhausting the internal procedure.

**Recording of Resolutions:**

All plans, decisions, and resolutions must be documented in GC's management system, with notification sent to the Marketing Representative via email.

**Follow-Up:**

The Student Coordinator will continue to monitor and follow up on the complaint until a resolution is reached.

**For ESL Students Only:**

ESL students who feel unsatisfied with the resolution process up to step 3 have the option to request a review by Languages Canada. It is important to note that only serious disputes that cannot be reconciled internally will be considered for review. Languages Canada's Dispute Resolution Policy aims to impartially evaluate, and address complaints related to a member's potential breach of the Code of Ethics.

**Student Coordinator Responsibilities:**

Use a non-judgmental tone of voice and maintain impartial body language during interactions.

Pose questions that facilitate constructive discussion and move the conversation forward.

Practice active listening and acknowledge the emotions expressed by the student.

Employ positive reframing techniques to fully understand the merits of the complaint.

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### **Further Investigation:**

If the problem persists despite following the established procedure, the Director and President should be informed to conduct further investigation and provide follow-up.

### **Student Feedback:**

At GC, we are dedicated to offering the best language learning experience to our students, prioritizing quality assurance.

Teacher and class surveys will be administered to each student whenever there is a level or class change, known as the "Change of Level Student Survey."

Upon completion of their program, students will be asked to complete a comprehensive program survey.

The Student Coordinator will collect and analyze surveys on a monthly basis. Any significant or recurring suggestions/complaints will be highlighted for discussion during monthly department meetings.

### **Procedure for Handling Complaints/Feedback Received by Email:**

- a) Acknowledge the complaint to the student within 2 working days.*
- b) Investigate the matter with the relevant departments to provide a prompt response, targeted within 10 business days.*
- c) If unable to respond within the specified timeframe, the Student Coordinator will inform the student via email, explaining the delay and providing an expected response date.*
- d) The Student Coordinator will follow up until the student is satisfied with the response.*
- e) Complaints received via email must be documented in an electronic complaint log.*

### **COMPLIANCE**

All the Glenbow College employees, short/long term contractors, instructors and current students/learns are responsible of making themselves aware of the College procedures and policies.



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**CONTACT**

Glenbow Educational Services Ltd./Glenbow College

[www.glenbowcollege.ca](http://www.glenbowcollege.ca)

**REVISIONS:**

Only the Glenbow College Board can make exceptions/revision to this and any procedure and policy.

All revisions must be informed to Languages Canada.

