
Automotive Training Centre

Name of Institution

00745

Institution Number

Dispute Resolution Policy

Name of Policy

Effective Date

Revision Date**Scope of Policy:**

It is the goal of this policy to ensure fair and equitable treatment of all parties in matters of disputes. A grievance can be made by any staff member, Instructor or student of ATC. Grievance procedures and policies described in this document are available to staff and students regardless of the location this grievance has arisen or mode of study.

Definition:

1. A grievance is a problem, concern or complaint which relates to procedure matters of an academic, nonacademic, behavioral or administrative nature.
2. Matters which are covered under written policy of ATC, and for which specific procedures are not covered under this policy.

General Principles:

1. This policy does not limit the right of staff or students to seek the assistance of an external person or agency for the resolution of a grievance.
2. A grievance will be treated seriously, expeditiously, impartially and sensitively for due regard for procedural fairness, equality and privacy.
3. A grievance should be raised as early as possible after the incident relating to the complaint occurred.
4. Wherever possible a grievance should be resolved by a process of discussion, cooperation and conciliation.
5. Grievances that appear to be frivolous in nature or maliciously made, will not be investigated.
6. The Director will receive a grievance in confidence and provide assistance and support in resolving it and if a solution cannot be found, will expeditiously refer the matter to the President for review.
7. At all stages of the process, the complaint and actions taken must be documented in writing.
8. Confidentiality MUST be observed by all parties at all stages of the grievance process.

Procedures:**Stage 1 (Preliminary Action):**

1. Before initiating a grievance, the complainant should attempt to resolve the problem directly with the person/s concerned if appropriate.
2. Any student or staff member approached with a problem that relates to he or she in relation to a grievance must aim to resolve the complaint within 15 days.

Stage 2 (Initiating a grievance):

1. Where the complainant following their preliminary action has not been able to solve the problem, the matter should be taken up with the Director in written form.
2. The Director will determine if the subject matter of the complaint constitutes a genuine grievance. This will involve a face to face meeting with the complainant to hear full details of the grievance.
3. If the grievance is considered frivolous or malicious in nature, the Director will advise the complaint that no further investigation will be conducted and this will be documented in writing, citing the reasons for this decision.
4. If a grievance is deemed as substantive, the person against whom the allegations are made will be informed in writing and provided an opportunity to respond.
5. The Director will continue to work on resolving the grievance until a satisfactory solution has been reached.
The resolution found will be documented. This stage will normally take 10 business days.
6. If the grievance is not resolved, the matter will be referred to the President.
7. All meetings and discussions involving a grievance or complaint will be attended by two members of administration, including the Director.

Stage 3 (Referring the Complaint)

1. If the grievance cannot be resolved, it will be referred in writing to the President. If necessary, a meeting will be held between the President and the Director to obtain the scope of the grievance process that had taken place.
2. The President will review the grievance and conduct a secondary interview with the complainant in effort to further mediate the problem.
3. The complainant will receive in writing the final resolution sought by the President and the Director. The decision is final and any further complaints will be referred to an outside agency.

Dismissal:

If a grievance is serious enough in nature, the Director may choose to dismiss the offender. This dismissal will be put in writing.

Stage 4 (Referral for External Review)

1. If a grievance cannot be resolved internally, and the offender has not been dismissed, the President or the Director will advise the complainant in writing that he or she may pursue further dispute resolution by contacting the appropriate outside agency.
2. ATC is prepared to provide all written information recorded relating to the grievance at the request of such external agencies and will fully participate in a dispute resolution procedure.

The school may dismiss a student without following the above procedure if the situation is serious enough to warrant immediate dismissal.