



## STUDENT DISPUTE RESOLUTION POLICY

### Responsible

Senior Educational Administrator and Instructors

### Policy

Story Institute provides students an opportunity to resolve disputes of a serious nature in a fair and equitable manner. The policy applies to all students who are currently enrolled or were enrolled 30 days prior to submitting their concern to either the Senior Educational Administrator or Compliance Director.

### Procedure

1. When a concern arises, the student with the concern should address the issue with the person most directly involved. If they are not satisfied with the outcome at this level, the concern should be put in writing and delivered to the Senior Educational Administrator.
2. The Senior Educational Administrator will arrange to meet with the student(s) to discuss the concern and desired resolution within 10 school days of receiving the written concern. The Senior Educational Administrator will document the conversation in the school's Incident Form. A copy shall be given to the student, a copy will be placed in the school's Incident Form File, and the original will be placed in the Student File.
3. The necessary enquiries and/or investigations shall be completed and documented no later than 15 school days following the receipt of the written concerns. The Senior Educational Administrator will do one of the following within 15 days of receiving the written concerns:
  4. Determine the concerns are not substantiated; or
  5. Determine the concerns are substantiated in whole or in part; or

If it has been determined the concerns are substantiated in whole or in part, the Senior Educational Administrator or Compliance Director shall include a proposed resolution of the substantiated concern(s). If the student is not satisfied with the determination of the Senior Educational Administrator or Compliance Director, a third party mediator may be requested to assist in the resolution of the dispute.