

Dispute Resolution Policy

NPC College of Arts & Design

#04313

Name of Institution

Institution Number

Dispute Resolution Policy

September 3rd, 2019

April 17, 2024

Name of Policy

Effective Date

Revision Date

1. This policy governs complaints from students respecting NPC College of Arts & Design and any aspect of its operations.
2. 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.
3. The process by which the student complaint will be handled is as follows:
 - ❖ Student complaints must be made in writing.
 - ❖ Students who have program related concerns are to first address their concerns with the Program Head. Most concerns can usually be solved at this level.
 - ❖ If students should find they still are unable to solve the concern to their satisfaction, they must provide a written complaint by email to Max An, the Senior Art & Design Department Head and President of the school, at info@npc-arts.com, who is responsible for investigating and making determinations in respect of complaints.
 - ❖ The institution must provide the reasons for the determination and the reconsideration (if any) to the student within 30 days after the date on which the student made the complaint.
 - ❖ The written reasons will advise a student, that if the student is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Branch (PTIB) (www.privatetraininginstitutions.gov.bc.ca). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.
4. The student making the complaint may be represented by an agent or a lawyer.