

Dispute Resolution Policy

CEL Vancouver

Name of Institution		03979
August 23, 2021		Institution Number
Dispute Resolution Policy		August 7, 2025
Name of Policy	Effective Date	Revision Date

We do our best to make sure that you have a happy and satisfying educational experience while you're at our school and while you're in Canada but from time to time you may have a problem and you may wonder what to do about your problem. This is what to do:

If you are unhappy about any aspect of our service please tell us as soon as possible so that we can try to help you. You can speak to any member of staff that you feel comfortable with.

If you are still unhappy and wish to make a complaint, please speak to the Director of Studies (about your studies), Student Services Coordinator (about your booking) or Accommodation Coordinator (about your accommodation and welfare) or the Centre Director for any complaint. We take every complaint seriously and we will tell you within 24 hours what action will be taken to help you. Our Directors are always happy to see you. For unsolved issues please see the Dispute Resolution Policy and procedure below.

1. This policy governs complaints from students respecting CEL Vancouver 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.
 - The written complaint should be addressed to the Centre Director, Laura Haseley, laura@englishcollege.com. If reconsideration is required, or the Centre Director is absent or named in the complaint, the complaint should be addressed to the Director of Studies, Corinne Toffan, corinne@englishcollege.com.
 - The Centre Director and/or the Director of Studies will meet with the student within 48 hours to discuss the dispute and to find a mutually acceptable solution.

- The Director will provide a solution and 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, in writing.
 - 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 Regulatory Unit (PTIRU) (www.privateinstitutions.gov.bc.ca). Complaints must be filed with PTIRU within one year of the date a student completes, is dismissed from, or withdraws from the program.]
 - CEL Vancouver is also a member of Languages Canada, an association for accredited language schools in Canada and we agree to abide by Languages Canada Code of Ethics. Students also have recourse to Languages Canada to manage serious disputes that are considered irreconcilable. Languages Canada, 5886 - 169A Street, Surrey, BC, Canada V3S 6Z8. Phone: 604-574-1532. You can also use their online contact form available here: <http://www.languagescanada.ca/en/contact-us>.
4. The student making the complaint may be represented by an agent or a lawyer.