



DISPUTE RESOLUTION POLICY AND PROCEDURE

The direction and staff of the Montessori Training Centre of British Columbia have an Open Door policy to address its students' queries. All concerns must be taken to the Director of Training who will extend every effort to resolve the conflict through dialogue, using understanding and principles of fairness. The Director of Training appointed by the Association Montessori Internationale has the authority to resolve disputes of a pedagogical nature. Dispute of a refund of fees nature will be addressed by a representative of the Board of Directors of the Training Centre according to the policy included in the Student Contract.

Policy: Individuals should always try to resolve issues informally.
If a more formal approach becomes necessary, the institution provides a fair and reasonable mechanism for resolution.

Procedure:

- Step One: First try to resolve the issue directly with the other party. If this does not work...
- Step Two: Put your complaint in writing to the President of the Montessori Training Centre Society of British Columbia. He/she will request submissions from all involved parties, including witnesses, conduct an investigation and set up a meeting within 24 hours.
- Step Three: The President will provide a written decision to all parties within 48 hours. If this does not work...
- Step Four: The parties appoint an outside mediator/arbitrator within 48 hours. The MTCBC and the student will share the cost of an outside arbitrator equally.
- Step Five: The decision of the arbitrator is final.