

## MTCBC Dispute Resolution Policy and Procedure

### Student Complaints and Protection Policy

The MTCBC is committed to providing a safe and supportive environment where students can voice concerns or lodge complaints without fear of retaliation. Students who submit complaints are protected from any form of adverse treatment or reprisal. Additionally, the MTCBC does not charge any fees in relation to the submission or processing of student complaints.

1. This policy governs complaints from learners respecting the Montessori Training Centre Society of British Columbia ("MTCBC") and any aspect of its operations. Learner(s) will not be subject to any form of retaliation as a result of filing a complaint.
2. All learner complaints must be made in writing (email will suffice).
3. The MTCBC has an open-door policy to address its learners' 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.
4. 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 MTCBC in accordance with Section 3.2.8 "Fee and tuition compliance standards for approved programs" of the Private Training Institutions Branch Private Training Act Policy Manual.
5. The learner must provide the written complaint to the Director of Training who is responsible for making determinations in respect of complaints. If the Director of Training is absent or is named in a complaint, the learner must provide the complaint to the MTCBC Operations Director.

### Process

The process by which the learner complaint will be handled is as follows:

**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 Director of Training. If the Director of Training is absent or named in the complaint, the learner must provide the complaint to the Operations Director. The Director will request submissions from all involved parties, including witnesses, conduct an investigation and set up a meeting within 24 hours.

**Step Three:** The Director of Training, (or the Operations Director in the absence of the Director of Training or if the DoT is named in the complaint), will provide a written decision to all parties within 48 hours. If there is no resolution to the complaint, proceed to Step 4.

**Step Four:** Put your complaint in writing to the President of the Montessori Training Centre

Society of British Columbia ([board@mtcbc-ami.org](mailto:board@mtcbc-ami.org)). They will request submissions from all involved parties, including witnesses, conduct an investigation and set up a meeting within 24 hours.

Step Five: The Board President, upon consultation with the MTCBC Board of Directors, will provide a written decision to all parties within 48 hours. If this does not work...

Step Six: 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 Seven: The decision of the arbitrator is final.

Step Eight: Written reasons for the determination will be provided to the learner within 30 days after the date on which the complaint was made.

The learner making the complaint may be represented by an agent or a lawyer.

If the learner is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, they may file a complaint with the Private Training Institutions Branch ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)). Students have the right to make a claim under 23 (1)(b) of the Private Training Institutions Branch Private Training Act.