

Northwest Culinary Academy of Vancouver

Dispute Resolution Policy

Northwest Culinary Academy of Vancouver - 3232

Name of Institution

August 18, 2021

Effective Date

Dispute resolution applies to peer to peer, peer to instructor, and instructor to peer.

Except in any instance involving illegal activity, individuals should always try to resolve issues informally. Illegal activity should be brought to the attention of the “Floor Instructor” immediately. If a more formal approach becomes necessary in a general dispute, the Academy provides a fair & reasonable mechanism for resolution as follows.

1. This policy governs complaints from students respecting Northwest Culinary Academy of 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 and handed to the Floor Instructor (floor instructor refers to the Chef Instructor who was in charge of the class when the event/issue arose). In the event the complaint is against said Floor Instructor, student will deliver the written complaint to the school administrator (Lena Hackenbruch, lena@nwca.com).
 - First try to resolve issue through an open conversation with the other party. The Floor Instructor will request submissions from all involved parties (including witnesses), conduct an investigation & set up a meeting within 48 hours. The floor instructor will provide a written decision to all parties within 24 hours after the meeting. If necessary: Repeat step 2 with another chef instructor. If necessary: The parties will appoint an outside mediator/arbitrator, for which the Academy will bear the cost of the process.
 - The written decision (which will be issued within 30 days of first receiving the complaint) 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.