



Student Complaint Procedure (Dispute Resolution Policy)

STUDENT COMPLAINT PROCEDURE

It is the aim of the school to resolve conflicts in a timely, respectful manner and we urge the student address any concerns immediately. However, if a conflict cannot and/or does not resolve and a formal complaint is required to settle the issue(s), the following details the procedure for filing a complaint with the school. At any time please do not hesitate to contact the staff to discuss the process. Please do not let a conflict develop into a complaint, help us to help you.

GENERAL GUIDELINES

Records of complaints will be maintained at the location where they originated for a period of at least three years.

COMPLAINT PROCEDURE STEP 1:

The student will request a meeting with the appropriate staff member to discuss the complaint verbally. The student will have the opportunity to have another person present with them during this meeting. If not resolved at this level, the student will proceed to Step 2.

STEP 2:

The student will submit a completed written complaint to the Centre Director, using the following contact information:

Martha Delgadillo, Centre Director

Email: marthadelgadillo@ecenglish.com

The CD will arrange a meeting with the student within 7 days of receipt of the written complaint.

The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. This meeting discussion will be minuted.

The CD will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 7 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held.

If your concern is related to course work, we encourage you to discuss it with your instructor/party involved first before contacting the CD.

If not resolved at this level, the student will proceed to Step 3.

STEP 3:

The student will submit a completed written complaint to the Chief Operations Officer, using the contact information:

Jon Chodarczewicz, Head of Operations-Canada

Email: jonchodarczewicz@ecenglish.com

The Head of Operations-Canada will arrange a meeting with the student within 7 days of receipt of the written complaint (which should include the CD's response with recommended solutions and the student's objections or comments regarding these solutions).

The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. This meeting will be minuted.

The Head of Operations-Canada will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 7 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held.

If not resolved at this level, the student may submit a student complaint to the:

Private Training Institutions Regulatory Unit (PTIRU)
<https://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.

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

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.

Last reviewed: September 2025

Reviewer: Martha Delgadillo, Centre Director, EC Vancouver