



OVCMT DISPUTE RESOLUTION POLICY

Communication Model for Resolution of Disputes

OVCMT encourages the use of the following four-step communication model for both staff and students. However, students may at any time access the formal dispute resolution process described further below:

1. In cases where you feel in conflict, angry, unhappy, or uncertain with someone, the first step is to discuss this with the person involved. If you feel you cannot address the person for some reason such as a power imbalance, or if you have strong emotion, then the first step becomes to seek the assistance of someone who can give you positive support in preparing to talk to the person with whom you have the concern.
2. If you feel unresolved after step one, you may communicate this to the individual involved within 10 days of your first meeting, and move to step two, which is to involve a mediating third party from within the college, a person mutually agreed upon. If no request for a college mediator is made within the 10-day period, the matter should be considered as resolved.
3. If you feel unresolved within 10 days after step two, step three would be to create a committee of no fewer than three and no more than five mutually agreed upon persons from within the college to mediate the situation and propose a solution. If no request is made for the mediation committee within the 10-day period, the matter should be considered resolved.
4. If the matter is unresolved after step three, the formal dispute resolution process should be followed below.

Formal Complaint and Dispute Resolution Process

1. This policy governs complaints from students, faculty and staff respecting the Okanagan Valley College of Massage Therapy and any aspect of its operations, faculty, staff, students, or patients. Complainants who make or are otherwise involved in a complaint will not be subject to any form of retaliation by the institution as a result of filing a complaint at any time.
2. All complaints must be made in writing.
3. The complainant(s) must provide the written complaint to the Program Director (Roxanne Petruk – roxanne_petruk@ovcmt.com) or designate (hereafter referred to as Director) who is responsible for making determinations in respect of complaints. If the



Director is absent or is named in a complaint, the complainant must provide the complaint to the Acting Program Director or designate.

4. The process by which the complaint will be handled is as follows:
 - a) A written dated OVCMT Reporting Form (see last pages of this document) with all pertinent facts must be presented to the Director within 7 days of the situation leading to the complaint, or within 7 days of the committee's statement of resolution where applicable.
 - b) The Director or his/her delegate will review, meet with and listen to the complainant(s), and within 7 days present a written decision on the OVCMT Investigation and Resolution Form (see last pages of this document) for the resolution of the complaint.
 - c) Written reasons for the determination will be provided to the complainant within 30 days after the date on which the complaint was made.
5. If the complainant does not follow the process and timelines of 4 a) and b), the complaint will be considered withdrawn.
6. The complainant(s) may be represented by an agent or a lawyer.
7. If the complainant is or was enrolled in an approved program of the Okanagan Valley College of Massage Therapy, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch (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.
8. If the complainant(s) is a staff member and the Director's, or his/her delegate's proposal is not acceptable, he or she may contact the appropriate agency or body, as follows, to determine the recommended process for the ultimate resolution of the matter under dispute: The Employment Standards Branch of the Ministry of Labour; The BC Human Rights Commission; The Workers Compensation Board of BC; or others as circumstances dictate.

Documentation related to disputes or complaints and their resolution will be maintained in the appropriate student file(s) with a copy in the master Complaints & Disputes file in the administration area.