



Dispute Resolution

We describe our dispute resolution as either informal or formal.

Informal dispute resolution

DCC staff (e.g., instructor, program manager, student services manager) will assist in resolving any informal disputes.

Please follow these steps:

- All persons directly involved should first try to resolve any issue or disagreement by discussion and mutual agreement.
- If mutual agreement is not possible, then any one of the involved parties must ask the DCC student services manager to convene a meeting of the directly involved persons. At this meeting, the DCC student services manager (or director of student operations if student services manager is not available) will hear the dispute from each person involved, take notes of the facts, and ensure that all parties agree with the notes taken.
- After this meeting, the student services manager will consider the facts collected, consult appropriate DCC staff, arrive at a decision, and reconvene a meeting within ten (10) business days of the initial meeting, including the same persons who attended the first meeting. At this meeting, the student services manager will convey her/his decision to the parties.
- If all parties agree with the decision of the student services manager, then the dispute will be considered resolved.

Formal dispute resolution

This policy governs complaints from students regarding Discovery Community College and any aspect of its operations.

DCC follows each of these steps:

- 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.
- Any student making a formal complaint may be represented by an agent or lawyer.
- The student must make their complaint in writing
 - This complaint must be addressed to the director of student operations*.
 - If the director of student operations is absent or is named in the complaint, then the complaint must be made to the student services manager*.
 - The director of student operations will be the person deciding about the complaint.
 - The written complaint must include a record of the concerns being complained about, the steps taken so far to seek resolution, and the reasons why these steps have not been successful.
- The director of student operations will ask any other persons named in the complaint to submit a written record of their concerns, the steps taken so far to resolve the concerns, and the reasons why these steps have not been successful.

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- The director of student operations will investigate the complaint and consult with DCC staff.
 - The director of student operations may convene a meeting with the complainant and any other parties involved if s/he judges this to be necessary.
 - The director of student operations will make a decision in respect of the complaint, and this will be provided, in writing, to the student within thirty (30) days from the date on which the written complaint was received by the director of student operations.
 - The written response will advise a student that, if the student is dissatisfied with the decision, and has been misled by the institution regarding any significant aspect of the program, then the student may file a complaint with PTIB. Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.

Formal dispute resolution revised 2017-06; 2021-09

**See Student Handbook Appendix A for names and email addresses of staff referenced in this policy.*

Excerpted from the Student Handbook 2024
