

PACIFIC DANCEARTS

Dispute Resolution and Grade Appeal Policy

Policy:

Pacific DanceArts provides an opportunity for students to resolve disputes of a serious nature and grade appeals in a fair, reasonable and equitable manner.

The policy applies to all Pacific DanceArts' students who are currently enrolled or were enrolled prior to the submission of their concern to the School Director. Only grades received on final assessments may be appealed.

Procedure for Student Disputes:

1. When a concern arises, the student should first attempt to address the concern with the individual most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the **School Director**.
2. The **School Director** will arrange to meet with the student to discuss the concern and desired resolution as soon as possible but within five school days of receiving the student's written concern.
3. Following the meeting with the student, the **School Director** will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those enquiries may involve further discussion(s) with the student either individually or with appropriate **Pacific DanceArts** personnel. All communications must be in writing.
4. The necessary enquiries and/or investigations shall be completed and a response provided in writing to all involved as soon as possible but no later than 10 school days following the receipt of the student's written concerns.
 - a. If it is determined that the student's concerns are not substantiated, the Institution will provide a written explanation of the decision and deny the complaint; or
 - b. If it is determined that the student's concerns are substantiated in whole or in part, the Institution will propose a resolution.

The response must specify that the student will have five school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student, a copy will be placed in the Institution's Student Conduct File, and the original will be placed in the student file.

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- *By providing consistent high-quality dance training and;*
- *By supporting and respecting each student's unique artistic qualities*

5. If the student is not satisfied with the determination of the School Director the student must advise the **School Director** as soon as possible but within five school days of being informed of the determination. The **School Director** will immediately refer the matter to the **Artistic Director** of the Institution.
6. The **Artistic Director** will review the matter and if necessary, may meet with the student as soon as possible but within five school days of receipt of the student's appeal.
7. The original decision will either be confirmed or varied by the **Artistic Director** in writing within five school days after receipt of the student's appeal or, if a meeting with the student occurred, within five days of that meeting. At this point the Institution's dispute resolution process will be considered exhausted.

If the **School Director** is absent or named in the complaint the **School Director** will be replaced by the **Artistic Director** and the **Artistic Director** will be replaced by the **Senior Education Administrator** in sections 1 through 7 above.

Pacific DanceArts authorizes a student who makes a complaint to be represented by an agent or lawyer.

Procedure for Grade Appeal:

1. If a student is dissatisfied with the grade received for a final assessment and can provide evidence that a higher grade is warranted he/she should discuss with his/her instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.
2. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she should submit a written appeal to the **School Director**.
3. The **School Director** will obtain a copy of the final assessment from the instructor and will have the assessment reviewed by the **Artistic Director**.
4. If the assessment achieves a higher grade on review, the higher grade will be assigned to the student. If the assessment achieves a lower grade on review, the original grade will be retained. If a grade appeal is reviewed by the **School Director**, the grade assigned following review will be final and cannot be appealed further.

If the student is dissatisfied with the result and feels that he or she has been misled by the Institution, he or she may file a complaint with the Private Training Institutions Branch (PTIB).

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