



**SAE Institute**  
**Institution: 03881**

### Student Dispute Resolution Policy

<b>Policy Statement</b>	This policy governs complaints from Students respecting SAE Institute and any aspect of its operations. SAE will apply procedural fairness to the resolution of all complaints. Students will be afforded the right to natural justice and will be treated without prejudice until a complaint is substantiated. SAE will seek to find a resolution to all students disputes prior to these disputes becoming a formal matter.
<b>Purpose</b>	This policy describes how SAE meets the requirements of the Private Training Act and Regulation and describes the principles and process applied to the resolution of student disputes.
<b>Scope</b>	This policy applies to students of SAE Institute Inc. operating as SAE Institute Inc. DBA: SAE Institute Vancouver, SAE Vancouver.  “Student” means a person who is presently enrolled at, and if applicable, including students participating in work experience placements.
<b>Associated Policies &amp; Procedures</b>	Student Dismissal & Code of Conduct Policy
<b>Associated Documents</b>	Private Training Act Private Training Regulation

### Policy

#### 1. Overview and Principles

- a. 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 Campus Director, attention:
 

Brian Watson,  
 SAE Institute Vancouver, Administration Offices  
 122 - 998 Harbourside Drive, North Vancouver, V7P 3T2  
 Email: b.watson@sae.edu  
 Tel: 604.980.2882
- b. The student must provide the written complaint to the Campus Director who is responsible for making determinations in respect of complaints. If the Campus Director is absent or is named in a complaint, the student must provide the complaint to the Student Services Manager, attention:
 

Charlotte Duggan,

SAE Institute Vancouver, Administration Offices  
 122 - 998 Harbourside Drive, North Vancouver, V7P 3T2  
 Email: c.duggan@sae.edu  
 Tel: 604.980.2882

- c. The student making the complaint may be represented by an agent or a lawyer.
- d. Students will not be subject to any form of retaliation as a result of filing a complaint.

**2. Process for Filing a Complaint**

The process by which the student complaint will be handled is as follows:

- a. The Campus Director will arrange to meet with the student to discuss the concern and desired resolution within 24 hours of receiving the student’s written concern.
- b. Following the meeting with the student, the Campus 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 school personnel.
- c. The necessary enquiries and/or investigations shall be completed and a response provided in writing to all involved no later than 5 school days following the first meeting with the student.
- d. 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
- e. 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 5 school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student, with an additional copy placed in the student file.
- f. If the student is not satisfied with the determination of the Campus Director the student must advise the Campus Director within 24 hours of being informed of the determination. The Campus Director will immediately refer the matter to the General Manager & Chief Operating Officer, SAE Institute North America, attention:  
 Jake Elson, email: j.elson@sae.edu
- g. General Manager & Chief Operating Officer will review the matter and if necessary, may meet with the student within 5 school days of receipt of the student’s appeal.
- h. The original decision will either be confirmed or varied by the General Manager & Chief Operating Officer in writing within 5 school days after receipt of the student’s appeal or, if a meeting with the student occurred, within 5 school days of that meeting. At this point the Institution’s dispute resolution process will be considered exhausted.
- i. If the student is or was enrolled in an approved program, 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](http://www.privatetraininginstitutions.gov.bc.ca)). Complaints must be filed with the PTIB within one year of the date a student completes, is dismissed from, or withdraws from a program.

Version Control	
Date	Summary of Changes
21-Aug-2021	Revised to reflect regulation
30-Mar-2019	Revised for new format
01-Feb-2017	Initial Version