



# DISPUTE RESOLUTION POLICY

HOLLYWOOD NORTH SOUND INSTITUTE

Effective Date: March 27, 2025

## 1. Purpose

This policy outlines the process for resolving student complaints at Hollywood North Sound Institute in compliance with the Private Training Act and the Private Training Regulation of British Columbia. It ensures that complaints are handled fairly, transparently, and efficiently.

## 2. Scope

This policy applies to all students enrolled in programs at Hollywood North Sound Institute and addresses complaints related to the institution, its staff, policies, and educational programs.

## 3. Complaint Submission

- Students must submit complaints in writing to the Director of Student Affairs.
- Complaints must include:
  - The student's name and contact information
  - A detailed description of the complaint, including relevant dates and individuals involved
  - Any supporting documents

## 4. Complaint Handling Process

### 1. Initial Review

- Within 5 business days of receiving a complaint, the Director of Student Affairs will acknowledge receipt in writing.
- The complaint will be assessed to determine whether it falls within the institution's jurisdiction.

### 2. Investigation

- The Director of Student Affairs will investigate the complaint by gathering relevant information and interviewing involved parties.
- The student may be asked to provide additional details if necessary.
- The student has the right to be represented by an agent, including a friend, family member, lawyer, or another student.



### **3. Determination and Resolution**

- A written decision will be provided to the student within 30 calendar days of the complaint submission.
- The decision will include:
  - The outcome of the complaint
  - Reasons for the decision
  - Any corrective actions, if applicable

### **5. Reconsideration Process**

- If the student is dissatisfied with the decision, they may request reconsideration in writing within 5 business days of receiving the decision.
- The reconsideration will be handled by the Academic Director, who was not involved in the initial decision.
- A final written determination will be provided within 10 business days of receiving the reconsideration request.

### **6. Escalation to the Private Training Institutions Branch (PTIB)**

- If a student remains dissatisfied and believes they were misled regarding a significant aspect of their program, they may file a complaint with the Private Training Institutions Branch (PTIB) at [www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca).

### **7. Protection Against Retaliation**

Hollywood North Sound Institute strictly prohibits retaliation against any student who submits or participates in a complaint process.

### **8. Policy Acknowledgment**

- This policy is provided to students before the start of their program.
- Students must acknowledge receipt and understanding of this policy by signing a copy upon enrollment.

Contact Information of Decision Makers:

Louie Sawicki, Director of Student Affairs  
[Louie@hollywoodnorth.com](mailto:Louie@hollywoodnorth.com)

Parisa Kazemi, Academic Director  
[Parisa@hollywodnorth.com](mailto:Parisa@hollywodnorth.com)