

# CONFLICT RESOLUTION POLICY

## 1. Policy

Hanson Language School (hereinafter called 'HLS') strives to ensure that its academic decisions are fair and equitable for all students. Fundamental to this objective is the right to appeal academic decisions. This process provides students with a formal and objective forum for voicing their differences in the interest of having HLS modify its academic decisions other than the awarding of a grade for which the Grade Appeal Policy is to be used.

Students are encouraged to resolve differences on academic matters more informally through discussion with a number of resource people at HLS. These include faculty, Academic Administrators, Vice Principals, and/or designate. The Conflict Resolution Policy, which outlines Academic Grievance procedures, is not to be considered as an appeals tribunal for other formal conflict resolution mechanisms such as the Code of Conduct and Student Complaints Policy.

## 2. Academic Grievances

- 2.1. A student alleging unfair or inequitable academic treatment should present his/her case, outside scheduled class time, to the School Academic Administrator within five (5) business days of the event in a dispute.
- 2.2. Students are asked to use the Student Complaint Form to explain their grievance.
- 2.3. The case should be well-documented, outlining the nature of the problem, the rationale for the disagreement, and the suggested resolution.
- 2.4. Usually, students will be expected to have tried to resolve their concerns informally prior to requesting a formal appeal. Upon receipt of a request for a formal appeal, the Vice Principal will ensure all informal channels have been exercised prior to initiating the formal process.
- 2.5. The complainant(s), the individual, or academic unit grieved against, and any other concerned individuals will be invited to make presentations to the School Academic Administrator and/or designate.
- 2.6. The School Academic Administrator, and/or designate will respond within ten (10) business days with a decision.

## 3. Further Appeal

If students find that a resolution is not possible through the methods noted above, they may refer the matter to the Board of Directors of Languages Canada, in accordance with the terms and conditions of the Dispute Resolution Policy of Languages Canada. Students will find the aforementioned policy located in the Student Services Department.