

## **DRAKE MEDOX COLLEGE**

### **Dispute Resolution Policy**

**Policy:** Drake Medox College recognizes that conflict arises within the normal process of any given workday/school day. There are three main areas to explore when it comes to conflict resolution. The areas are:

1. disputes with staff
2. disputes with students
3. disputes with community resources such as practicum placements

Drake Medox College maintains an open-door policy. Any staff member, student or community resource can come to or contact the office and meet with any staff members including the Director to discuss their concerns.

#### **Staff Conflict**

When staff are not satisfied with how a conflict or problem is being handled, they can take advantage of Drake Medox College's One Level Up Policy. This policy permits staff to take conflict issues to the next level of authority in the organizational chain.

The timing for all steps is as follows:

- In the event of an unsatisfactory resolution at any step of the process, the employee has 10 working days to proceed to the next step.
- Upon failure to reach a mutually agreeable resolution at the final step, the employee has the option of going to mediation. The party requesting mediation must be indicated in writing to the Senior Director within 20 working days after the final resolution has been issued. The Senior Director of the school shall arrange for the mediation, and it will be proposed that the costs of the mediation process be split between the parties. Every attempt will be made to provide expedient mediation dates.

#### **Student Conflict**

1. This policy governs complaints from students respecting Drake Medox College and any aspect of its operations. Students will not be subject to any form of retaliation because of filing a complaint.
2. All Student complaints must be made in writing.
3. The student must provide the written complaint to the Senior Director who is responsible for making determinations in respect of complaints. If the senior Director is absent or is named in the complaint the student must provide the complaint with the Associate Director.
4. The process by which the student complaint will be handled is as follows:
  - a. The Senior Director or Associate Director will review the complaint and make an appointment to discuss the matter further with the complainant within 10 days.

- b. The Senior Director or Associate Director will investigate the complaint and gather information/evidence based on the complaint both before and after the meeting with the complainant.
  - c. The Senior Director or Associate Director will take the necessary steps to remedy the complaint and will provide written reasons for the determination, and the reconsideration, if any, to the student within 30 days after the date the complaint is made.
5. The student making the complaint may be represented by an agent or lawyer.
  6. If the student is or was enrolled in an approved program and is dissatisfied with the determination and has been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Regulatory Unit (PTIRU). Complaints must be filed with PTIRU within one year of the date a student completes, is dismissed from, or withdraws from the program.

The name and contact information of the Senior Director or Associate Director are:

1. Barbara Fry, Director: [bfry@na.drakeintl.com](mailto:bfry@na.drakeintl.com)
2. Angela Del Bianco, Associate Director: [adelbianco@na.drakeintl.com](mailto:adelbianco@na.drakeintl.com)

See also our policy (#2-3) “Dealing with Quality of Teaching Concerns and Disciplinary Decisions”. This policy was designed to ensure timely investigation of all the details and information regarding the concerns. It also ensures timely determination and resolutions necessary to deal with infractions and imposition of disciplinary action.

### **Community Resources/Practicum Placements**

Conflicts with the community resources/practicum placements are dealt with quickly and efficiently. These concerns need to be brought to the attention of the Clinical Instructor for discussion. The Clinical Instructor will report to the Program Coordinator and Senior Director who will, within 15 working days, investigate the concerns and make recommendations. Upon agreement by the Senior Director, the Clinical Instructor will implement any corrections as required within 30 working days, or as appropriate, depending on the nature of the remedial process and timing requirement. Initial follow-up to the resolution includes a written report summarizing what had occurred and the resolution, within 30 days.