

Dispute Resolution Policy

CCST Vancouver is committed to live and work for the honor of Jesus Christ. Providing a Christ-centered education and a safe environment to our students is the center of this policy. Disputes yet may arise between members of our community, and we are committed to resolving those disputes in a manner consistent with Christian values.

This policy outlines the steps that we will take to resolve disputes.

1. Informal Resolution

Whenever possible, we encourage our community to resolve issues through informal resolution when a dispute arises. The parties should first attempt to resolve the issue through informal means. This may include discussion and negotiation between the parties involved or with the assistance of a faculty member or staff member.

If the dispute cannot be resolved through informal means, the parties may initiate a formal resolution process. This may include the following procedure, depending on the involved parties.

2. Between Students

a. If a student has complaint about other students other than academic matters or sexual misconduct concerns (which are covered in other sections), a formal letter should be filed to the Dean of Students within 10 business days from the occurrence of the incident. Anonymous complaints will not be accepted.

b. After receiving the complaint in writing, the Dean of Students will investigate the complaint and meet with all involved parties and seek resolution within 10 business days. The resolution if agreed upon by all parties concerned, then it will be laid out in writing and signed by all parties and to be kept as record in the office of the Dean of Students.

c. If more time is required to come up with a resolution, it may be agreed by all parties to extend for 10 more business days.

d. After hearing evidence and arguments from both parties, the Dean of Students may make a decision and seek agreement from both parties. Thus, the parties may agree to submit the dispute to binding arbitration.

e. If no resolution can be finally reached, the complaint may be resubmitted to the Principal.

f. If the Dean of Students is not available or is named in the complaint, the dispute must be submitted to the Principal. The final written resolution in this case will be filed in the Principal's office.

3. Between School and Students

- a. If a student has complaint about the school other than academic matters or sexual misconduct concerns (which are covered in other sections), a formal letter should be filed to the Dean of Students within 10 business days from the occurrence of the incident. Anonymous complaints will not be accepted.
- b. After receiving the complaint in writing, the Dean of Students will investigate the complaint and meet with all involved parties, and seek resolution within 10 business days. The resolution if agreed upon by all parties concerned, then it will be laid out in writing and signed by all parties and to be kept as record in the office of the Dean of Students.
- c. If more time is required to come up with a resolution, it may be agreed by all parties to extend it for 10 more business days.
- d. After hearing evidence and arguments from both parties, the Dean of Students may make a decision and seek agreement from both parties. Thus, the parties may agree to submit the dispute to binding arbitration.
- e. If no resolution can be finally reached, the complaint may be resubmitted to the Principal.
- f. If the Dean of Students is not available or is named in the complaint, the dispute must be submitted to the Principal. The final written resolution in this case will be filed in the Principal's office.

4. Between School and Faculty

- a. If a faculty member has complaint about the school other than sexual misconduct concerns (which is covered in other sections), a formal letter should be filed to the Academic Dean within 10 business days from the occurrence of the incident. Anonymous complaints will not be accepted.
- b. After receiving the complaint in writing, the Academic Dean will investigate the complaint and meet with all involved parties, and seek resolution within 10 business days. The resolution if agreed upon by all parties concerned, then it will be laid out in writing and signed by all parties and to be kept as record in the office of the Academic Dean.

- c. If more time is required to come up with a resolution, it may be agreed by all parties to extend it for 10 more business days.
- d. After hearing evidence and arguments from both parties, the Academic Dean may make a decision and seek agreement from both parties. Thus, the parties may agree to submit the dispute to binding arbitration.
- e. If no resolution can be finally reached, the complaint may be resubmitted to the Principal.
- f. If the Academic Dean is not available or is named in the complaint, the dispute must be submitted to the Principal. The final written resolution in this case will be filed in the Principal's office.

2. Between Faculty and Students

- a. If a student has complaint about a faculty member other than sexual misconduct concerns (which is covered in other sections), a formal letter should be filed to the Academic Dean within 10 business days from the occurrence of the incident. Anonymous complaints will not be accepted.
- b. After receiving the complaint in writing, the Academic Dean will investigate the complaint and meet with all involved parties, and seek resolution within 10 business days. The resolution if agreed upon by all parties concerned, then it will be laid out in writing and signed by all parties and to be kept as record in the office of the Academic Dean.
- c. If more time is required to come up with a resolution, it may be agreed by all parties to extend it for 10 more business days.
- d. After hearing evidence and arguments from both parties, the Academic Dean may make a decision and seek agreement from both parties. Thus, the parties may agree to submit the dispute to binding arbitration.
- e. If no resolution can be finally reached, the complaint may be resubmitted to the Principal.
- f. If the Academic Dean is not available or is named in the complaint, the dispute must be submitted to the Principal. The final written resolution in this case will be filed in the Principal's office.

In any of the above situations, if even the Principal is unable to find a resolution, a complaint may be sent to the CCST Vancouver Board of Directors for final appeal.

CCST Vancouver is committed to resolving disputes in a manner consistent with Christian values. We encourage our community to work together to resolve any disputes that arise, and we are committed to providing a fair and impartial process for resolving any disputes.