



<b>Vancouver Academy Dramatic Arts</b>	<b>2798</b>
Name of Institution	Institution Number
<b>Dispute Resolution Policy</b>	<b>April 8th,2022</b>
Name of Policy	Revision Date
<b>April 12th,2022</b>	
Effective Date	

1. This policy governs complaints from students or staff respecting Vancouver Academy of Dramatic Arts and any aspect of its operations.
2. A student/ staff who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time.
3. The process to make a complaint is as follows:
  - *Student complaint must be made in writing. To do so, contact the Campus Manager Zeynep Cihan at her office or send an email to [campusmgmt@vadastudios.com](mailto:campusmgmt@vadastudios.com) and ask for a meeting.*
  - *During the meeting the complaint should fill out the 'Chit Form'.*

## **The Chit Policy**

### **What is a chit?**

*A chit is a written report of student who does not adhere to the student conduct policies set out by the school. (i.e. missing rehearsals, failure to learn lines, misconduct, harassment, etc)*

### **When should I write one?**

*If another student has let you down and you feel that it is going to affect your grade. If staff or student has made a comment or action that affects your learning.*

### **Why do we use chits?**

*This is a formal process that makes people accountable for their own learning. Rather than blaming or not expressing what happened, this gives the student a voice to have the situation remedied.*



***Who can write a chit and on whom?***

*Anyone can write a chit on any students or staff member.*

***Where can I find one?***

*At the reception counter.*

***How to write one?***

*Write out just the facts of what happened. Make it brief and without feeling or prejudice.*

***What happens once I have written a chit?***

*Once written, you submit it to the Campus Manager of the school. She will read it make a copy for you and the person who it is written on. You will have to sign your name to it. The Campus Manager will give it to the person named in the report and have a meeting with them. At this time the person in the report may dispute the report. They may write their own version of the event, which will then be given to the plaintiff for a final response. The Campus Manager will conduct an investigation if need be and make a final decision and notify each person in writing with reasons to the final decision. A written copy of their entire event will be placed in each student's file. The final response should be expected within 30 days of the date on which the student made the complaint.*

*If the students would like to apply for a reconsideration, they can email [campusmgmt@vadastudios.com](mailto:campusmgmt@vadastudios.com) and ask for a reconsideration by the Senior Education Administrator Simon Longmore.*

*In absence of the Campus Manager, the Senior Education Administrator Simon Longmore will be the direct person responsible.*

- *The process must not impose a fee in relation to the complaint.*
  - *The process must be available for at least one year after the student completed or was dismissed or withdrew from the program.*
4. A student dissatisfied with the institution's final decision may file a claim with the Private Training Institutions Branch (PTIB) ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)) on the grounds that the institution misled the student regarding a significant aspect of the program. The time limit for filing the claim is one year after the student completes, is dismissed from, or withdraws from the program.
  5. A student making a complaint may be represented by an agent or a lawyer.