



<u>Goh Ballet Youth Company Canada</u>	<u>00049</u>	
Name of Institution	Institution Number	
<u>Dispute Resolution Policy</u>	<u>September 1, 2021</u>	<u></u>
Name of Policy	Effective Date	Revision Date

1. This policy governs complaints from students respecting **Goh Ballet Youth Company Canada** and any aspect of its operations.
2. A student 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 by which the student complaint will be handled is as follows:

To make a general complaint:

- Student complaints must be made in writing to Tracie Yee, Business Manager, at tyee@gohballet.com with detailed information regarding the complaint and what it pertains to, including date of the complaint, related incidences, examples and supporting documentation (i.e., a doctor's note if complaint is in relation to a physical condition)
- Name, email and contact information of the individual affected and how that individual may be contacted. If individual is under 19 years old this contact information must also include information of a legal representative (guardian, agent or lawyer). All students have the right to representation by an agent or lawyer.

To make a withdrawal request and request a refund:

Goh Ballet Youth Company Canada has a firm and clear refund policy. Students must review this and all program delivery policies carefully in the Student Handbook before signing a contract and paying tuition fees.

- Student complaints must be made in writing to Tracie Yee, Business Manager, at tyee@gohballet.com with detailed information regarding the reason for withdrawal and claim for tuition refund with supporting medical documentation from a physician stating that training is no longer possible and student must permanently withdraw from training.
- Name, email and contact information of the individual affected and how that individual may be contacted. If individual is under 19 years old this contact information must also include information of a legal representative (guardian, agent or lawyer). All students have the right to representation by an agent or lawyer.

Goh Ballet Youth Company Canada will determine the outcome of the complaint with supporting reasoning within 30 days after the date on which the complaint is submitted. A student may dispute a determination and resubmit for a one-time reconsideration, which will take an additional 30 days to process. Only one reconsideration will be granted; determinations made after that are final.



If the student 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 Branch (PTIB) (www.privatetraininginstitutions.gov.bc.ca). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.