



ANNE'S Language House

Dispute Resolution Policy and Procedures

ANNE'S Language House respects and upholds all students' rights. Our Dispute Resolution Policy and Procedures are available to our students who have a dispute or disagreement with the school, instructor or administrator about the equity and fairness of decisions or procedures. In the case of a dispute, including but not limited to fair grading, student or instructor conduct, and tuition fees or other charges, students are advised to take the following course of action.

Procedure

1. Informal Stage

Concerns may arise from misinformation or a lack of understanding, an action that has been based on incorrect facts, or an action/decision that is inappropriate and should be modified, all of which can be addressed informally between the parties.

2. Discussion Stage

This stage is initiated by a student expressing concern to the instructor whose action or inaction is being questioned. The communication may be oral or written and must refer to the informal stage of this Policy. The instructor will meet with the student to discuss the concern and respond with reasons.

3. Mediation Stage

Involvement of a third party may be useful in helping the parties to resolve the issue. Mediation requires that the student and his/her instructor agree to the involvement of a third party.

4. Formal Stage

Where the discussion and/or mediation phases have not resulted in a resolution, or where those stages have been bypassed by the student, the student has the right to submit a formal complaint form to the Director, who will address and resolve the dispute. In case such disputes are not resolved to the students' satisfaction, students have the right to appeal the decision in writing to Languages Canada.

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