

Sonu Beauty College

Policy

Sonu Beauty College is committed to providing an educational and work environment in which trainees may raise and resolve issues without fear of intimidation or retaliation and in a confidential and protected manner. The individual raising a concern must state the cause of their concern in writing.

Procedure

1. This policy governs complaints from students/ staff respecting Sonu Beauty College and any aspect of its operations. Students/Staff will not be subject to any form of retaliation as a result of filing a complaint.
2. The student must provide the written complaint to the Admission and Administration Manager who is responsible for making determinations in respect of complaints. If the Admission and Administration Manager is absent or is named in a complaint, the student must provide the complaint to the Senior Education Administrator
3. **What to Report:**
 - a. You should report any situation or College conduct you believe violates any applicable law, regulation, government contract or grant requirement, or PTIB policy.
 - b. You do not need to know the exact law or requirement or be certain a violation has or will occur. If you suspect something is wrong, the better course of action is always to report it.
 - i. Examples include theft, abuses; discrimination or sexual harassment; misuse of College property or equipment; violation of safety rules; environmental abuse concerns; conflicts of interest; Student/student or student/teacher compatibility; any issues that impede the learning of material contained in the program, and intentional misuse of the College's network or computers.
4. The Senior Education Administrator of the College will receive written submissions and may call for verbal presentations by the party or parties concerned. The On-Site Administrator may add College administrators, faculty members, advisory board members, or other knowledgeable persons to the hearing committee.
5. Written reasons for the determination will be provided to the student.
6. Written reasons for the determination will be placed in the College complaint administration file.
7. The student making the complaint may be represented by an agent or a lawyer.
8. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she

Sonu Beauty College

may file a complaint with the Private Training Institutions Branch
(<https://www.privatetraininginstitutions.gov.bc.ca/>).

9. If a finding results in a written warning or other action being taken against any person, that written warning shall be placed on that person's student or employment file.
10. If the finding results in a policy change for the College, an amendment to the policy and procedure handbook shall be made and updated in the next publication.