

BALLET *BVC* VICTORIA CONSERVATORY

BV Conservatory

Name of Institution

4461

Institution Number

Dispute Resolution Policy

Name of Policy

August 30, 2021

Effective Date

February 16, 2024

Revision Date

1. This policy governs complaints from students respecting BV Conservatory (BVC) and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.
2. All student complaints must be made in writing.
3. The student making the complaint may be represented by an agent or a lawyer.
4. The student must provide the written complaint to the BVC Ballet Master, Andrea Bayne, (*andrea@balletvictoria.ca*) who is responsible for making determinations in respect of complaints. If the BVC Ballet Master is absent or is named in a complaint, the student must provide the complaint to the Ballet Victoria Artistic Director, Paul Destrooper (*destrooper@balletvictoria.ca*)
5. The process by which the student complaint will be handled is as follows:
 1. If possible, the student should first communicate directly with the individual(s) involved in the conflict.
 2. The student should then outline in writing the nature of the complaint, including a brief description of what occurred, where and when it took place and who was involved, within ten (10) days of the occurrence of the problem/situation and send it to the Ballet Master.
 3. In instances where the student feels uncomfortable speaking to the Ballet Master, or has any reservations about initiating contact, the complainant should contact the Artistic Director.
 4. The Ballet Master or Artistic Director will arrange a meeting with the student within two (2) days of initial contact by the student. During the meeting, they will consider the student's concerns and outline his understanding of the situation. They will then advise the student what options and resources are available for resolving the problem. The

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Ballet Master/Artistic Director will document the conversation in the school's Incident Form. A copy shall be given to the student, a copy will be placed in the school's Incident Form File, and the original will be placed in the Student File.

5. Both parties are encouraged and expected to clarify their perspectives and are expected to make an honest effort to resolve the problem.
6. This step resolves most student concerns in the initial meeting. Students, Employees and Contractors are encouraged to pursue this dialogue to reach a successful resolution.
7. If the parties are unwilling or unable to resolve their dispute even with the assistance of the Ballet Master, the matter should be referred to the Artistic Director, within five (5) days from the informal meeting
8. The Artistic Director will assist both parties to try to resolve the dispute through mediation. This is an informal and flexible dispute resolution process where the mediator guides the parties toward their own resolution. Through joint sessions and separate caucuses with parties, the mediator helps both sides define the issues clearly, understand each other's position and move closer to resolution.
9. If the student is not satisfied with the determination of the Artistic Director, the student may request the services of a third-party mediator to assist in the resolution of the dispute. This third-party mediator can be a non-partial member of the board of the Ballet Victoria Society of the student's choosing.
10. 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 may file a complaint with the Private Training Institutions Branch (www.privatetraininginstitutions.gov.bc.ca).