



STUDENT DISPUTE RESOLUTION POLICY

Policy: Students/participants should always try to resolve issues informally. If a more formal approach becomes necessary, the Haven Institute provides a fair and reasonable mechanism for resolution.

Procedure:

Step One First try to resolve the issue directly with the other party. If this does not resolve the matter....

Step Two Refer the dispute immediately to The Haven Institute's Director of Intern Training or, if the Training Coordinator is unavailable, to the Executive Director of The Haven Institute or a designate acting with the same authority.

The Director of Intern Training, Executive Director of The Haven Institute, or designate will interview all parties involved to clarify the issues and obtain as much information as possible. They may also convene a meeting in person or, if either party is not at the Institute, by teleconference to further clarify the issue and to seek a resolution. If this does not resolve the matter...

Step Three The parties concerned will be invited to bring forward their positions in writing within 14 days to the Executive Director (or a designate acting with the same authority).

After investigation and review a clearly defined decision will be outlined by the Executive Director within 30 days of receipt of the written submissions. If required, a written decision will be provided to all concerned parties.

Step Four The student/participant has the right to appeal this decision in writing to the Educational Disputes and Appeals body of the Haven Foundation Board within 14 days of notice/receipt of the decision. The Educational Disputes and Appeals body will respond within 30 days of receipt of the written appeal. Their decision is binding and the final stage in the process.

Note:

Where there is an allegation that the student has breached the Code of Ethical Conduct, a separate policy and procedure exists for addressing ethical conduct issues. Please see Institute Policies: Code of Ethical Conduct, which includes Ethical Conduct Complaints—Policy & Procedure, and Sanctions for Breach of Ethical Conduct—Policy & Procedure.