



Training Course Grievance Policy

Policy Overview

Your satisfaction is important to us, therefore, we take complaints seriously as an opportunity to grow a better future. In line with SolarisLight Institute Mission, we aim to promote and maintain an open and supportive learning environment within which students can optimize their personal and professional development. The aim of the Student Grievance Policy and its associated guidelines is to provide processes that enable student concerns to be addressed quickly, without fear of reprisal pertaining to the source of the concern as practicable.

SolarisLight is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system which is easily accessible to all complainants. SolarisLight staff will follow specific processes to address and attempt to resolve complaints or disputes between training event attendees, regulatory boards, and/or event sponsoring agencies and SolarisLight Institute (the provider) in reference to a training event and/or related matters (e.g., refund requests, course content/materials, instructor qualifications, event facilities, completion certificates, etc.).

Purpose: SolarisLight providers are expected to respond to all complaints received by event participants, regulatory boards, or sponsoring agencies in a timely and ethical manner which includes assuring due process for all complainants.

Responsibilities: Apply to any SolarisLight staff member involved in a training event and/or the intake of participants and logistics of such.

Grievance Management Principles

The student Grievance Policy is based on the principles that SolarisLight Institute has:

- Developed a culture that views grievances as an opportunity to improve the organization and how it works;
- Set in place a grievance handling system that is student focused and helps SolarisLight to prevent similar grievances from recurring;
- Ensure that any grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- Ensure that the views of each complainant and respondent are respected and that any party to a grievance is not discriminated against nor victimized;
- Ensure that there is a consistent response to grievances.

A grievance can be defined as a person's expression of dissatisfaction with any aspect of SolarisLight's services and activities, including both academic and non-academic matters, such as:

- the enrolment, induction/orientation process;
- the quality of education provided
- academic issues, including student progress, assessment, curriculum and awards in a course of study;
- handling of personal information and access to personal records;
- the way someone has been treated.

These grievance procedures are designed to ensure that SolarisLight responds effectively to individual cases of dissatisfaction.

SolarisLight Institute

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Grievance Policy

In relation to non-academic grievances, the term “complainant” applies to both current students of SolarisLight and mode of study and persons seeking to enroll with SolarisLight. These grievance procedures will be made available to complainants regardless of the location of study at which the grievance has occurred, the mode in which they study or their place of residence. At any time, complaints can be discussed with the person/s involved. However, if this is impracticable, complainants have the following complaint mechanisms available. Please note that all mechanisms are free of charge.

The policy will apply to management of grievances arising between parties include: Student to student, student to staff member.

Before an Issue Becomes a Formal Complaint

Complainants are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. If the concern is still unresolved, the student can file a formal complaint.

Lodging a Formal Complaint

If a student cannot resolve the issue informally and they wish to lodge a formal complaint, they should:

- Provide the details of the complaint in writing to SolarisLight. This correspondence should include their name, contact details (must not be anonymous), details of the complaint and also detail the steps that have been taken so far.
- Make the complaint themselves, as complaints made on behalf of someone else will not be accepted.
- Understand that it is a serious procedure and it will be investigated.
- Understand that this is a formal complaint as opposed to comments, feedback or suggestion which will be welcomed in another format.
- Be aware that the staff member or student/s concerned will be informed that a complaint has been made against them or in relation to a decision they have made.
- SolarisLight Institute will acknowledge receipt of the complaint in writing within 5 days.

Grievance Process:

1. Complaint/grievance must be submitted in writing by concerned party
2. Written complaint/grievance is reviewed by SolarisLight staff including (but not limited to) the following as appropriate, depending on the nature of the matter:
 - a. Director of Training
 - b. Director of Program Implementation
 - c. Director of Finance and Operations / President
3. The complaint/grievance is discussed by relevant individuals
4. The complainant is contacted and provided an opportunity for a hearing wherein he/she can provide any further evidence as proof/support of the reason for the complaint/grievance in an informal manner via conference call, Skype, Zoom or some other agreed-upon means.
5. The issue and any provided evidence are discussed by the relevant individuals from SolarisLight who will decide how to proceed, with the majority of those individuals agreeing upon the determined course of action/resolution
6. SolarisLight responds to the complainant in writing and describes the determination/resolution
7. When appropriate, SolarisLight staff put the determination into action (e.g., issue refund, completion certificate, etc.)
8. All records/documents related to the complaint/grievance will be filed and, if need be, reported to any appropriate oversight boards as/when required

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Training Course Grievance Procedure

Procedure Overview

This procedure can be utilized by complainants to submit a grievance of an academic or non-academic nature. Grievances of an academic nature include issues related to course progress, assessment, curriculum and awards in a course of study. Grievances of a nonacademic nature cover all other matters including grievances in relation to personal information that SolarisLight holds in relation to an individual.

During all stages of this procedure SolarisLight will take all steps to ensure that:

- the complainant and any respondent will not be victimized or discriminated against
- the complainant has an opportunity to formally present their case and each party to a grievance and may be accompanied or assisted by a support person at any relevant meetings
- a full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or a respondent
- where the grievance process results in a decision that supports the complainant, SolarisLight will immediately implement any decision and/or corrective and preventative action required and advise the complainant of the outcome
- there is no cost to the complainant during the internal stages of this grievance procedure.

Stage one – Informal Grievance:

The student can talk to any member of staff at SolarisLight about their grievance. If the matter is not resolved informally through this discussion then the student can lodge a formal grievance.

Stage two – Formal Grievance:

The student should put the details of their grievance in writing and attach all supporting documents. See Attached Grievance Documentation Form. Formal grievances must be submitted in writing marked to the attention of either or both Directors as follows:

To the Director of Training – SolarisLight Institute – 57 Fischer Court, Kitchener, Ontario, Canada N2P 2V9

Receipt of the grievance will be acknowledged in writing. The grievance handling process will commence within ten working days of the receipt of the formal grievance and all reasonable measures will be taken to finalize the process as soon as practicable. The Director, or their nominee, will then, if necessary seek to clarify the outcome that the complainant hopes to achieve. Such clarification may be sought by written or verbal request or by a face-to-face online interview with the complainant. When such clarification occurs in a face-to-face interview the complainant or respondent may ask another person to accompany them.

The Director, or their nominee, will then endeavour to resolve the grievance and will provide a written report to the complainant on the steps taken to address the grievance, Academic and Non-academic Grievances including the reasons for the decision, within ten working days. The report will further advise the complainant of their right to appeal the decision if they are not satisfied with the outcome of their formal grievance, and the means by which they might do so.

Stage three – further action:

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and procedure limits the rights of individuals to take action under Canadian Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

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