

Dispute Resolution Policy

A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time.

Students making a complaint may be represented by an agent or lawyer.

All disputes are to be addressed as set out below:

1. Students will attempt to resolve a dispute or grievance directly with the person(s) involved. This is to be done in a professional and courteous manner;
2. If this does not solve the dispute or grievance, the dispute will be submitted in confidence in writing to the campus onsite administrator. The onsite administrator will attempt to mediate the dispute and reach resolution in a fair and reasonable manner. If the onsite administrator is unavailable or named in the complaint, the dispute must be submitted in writing to the academic advisor;
3. If the dispute or grievance remains unresolved after seven (7) days following written submission, a written account is submitted to the Managing Partner for immediate action. Every effort will be made to resolve the dispute or grievance at this point. A written decision on the dispute or grievance will be sent to all persons involved within ten (30) days following its receipt. The written decision will include the reasons for the determination and the reconsideration (if any);

Any unresolved disputes or grievances following the above steps should be directed to:

LaunchLife International Inc.
100 York Boulevard, Suite 400
Richmond Hill, Ontario L4B 1J8
Tel: 1-855-996-9977

- or -

Private Training Institutions Branch (PTIB)
203 - 1155 West Pender Street
Vancouver BC V6E 2P4
Tel: 1-800-661-7441