



FINE VINTAGE LTD
BY JAMES CLUER MW

Fine Vintage Dispute Resolution Policy

Purpose:

This document provides the necessary steps to be taken when handling a customer complaint for an experience with Fine Vintage. The goal of this Policy is to ensure that students of Fine Vintage receive the best possible education experience and that Fine Vintage will grow and develop to prevent further negative experiences from occurring. Students will not be subject to any form of retaliation as a result of filing a complaint.

Process:

- 1) In the event of a complaint, the student will contact Fine Vintage via:
 - a. Telephone call to our toll-free number, 1-866-379-4915
 - b. Contact email address through a [Contact Us](#) option on our digital marketing (e.g. email, website)
 - c. Through the “contact us” option on included on a course feedback form that is issued to students electronically after each course.

- 2) The student should leave the following details so he/she may be contacted for follow-up:
 - a. Full name and contact details
 - i. For example: email address, telephone number
 - b. Date of complaint incident
 - i. For example: course date, date of course registration
 - c. Nature of complaint
 - i. For example: dissatisfied with course delivery, issue with registration process, etc.

- 3) The Administration Assistant (Mariel Abing) will contact the student within **3 business days** of receiving the complaint.
 - a. If the initial complaint is received by telephone, the team member will return the call to the number provided.
 - b. If the initial complaint is received by email, the team member will reply to the email, ensuring the content of the original complaint is in the chain of emails.

- 4) The purpose of this initial contact is to:
 - a. Acknowledge that the complaint has been received.
 - b. Convey to the student that the complaint is completely confidential and will in no way impact their current and future relations with Fine Vintage.
 - i. For example, registering for a future course, impact on final grade
 - c. Enquire about further details of the cause of the complaint. For example:
 - i. When did the incident occur?
 - ii. Were there any witnesses?
 - iii. Is there any supporting documentation?
 - iv. Was a complaint made at the time?
 1. For example, mentioning issue to the Instructor



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- v. If so, was the issue addressed at the time?
 - d. Assure the student that the team will follow-up with the parties concerned
 - e. Take into consideration what steps Fine Vintage can do in the future to prevent similar incidents from happening
- 5) Follow-up with parties concerned
- a. If the incident relates to a **specific Instructor**, the Administration Assistant will advise the Managing Director (David Munro) who will provide the constructive feedback **within 3 business days** of receiving the complaint.
 - i. NB: the student's name and details must not be provided to the Instructor in order to protect the student's confidentiality
 - b. If the incident relates to an **administrative process** (e.g. course content, digital registration process) the Head of Administration will advise the Managing Director Contact who will provide feedback to the person in charge of the process so that improvements may be made where possible.
 - i. Where such improvements can be made (e.g. PPT content), the changes must be made within **3 business days** of receiving the complaint.
 - c. If the incident relates to a **financial situation**, the team member must consider the following options per the Fine Vintage pricing policy.
 - i. For course tuition transfer or cancellation, requests must be submitted in writing. Transfers/cancellations will then proceed according to the policy specified in the registration process and on the receipt.
 - ii. Where a transfer/refund is applicable, this will be executed within **1 business day** of receiving the complaint.
- 6) If the student is still not satisfied, the matter will be referred to the CEO (James Cluer).
- a. The CEO will contact the student by email or by phone to address his/her specific concerns within **3 business days** of communicating with the Head of Administration.
 - b. It is at the discretion of the CEO to take the necessary steps to amend the issue and ensure student satisfaction. These steps may include:
 - i. Disciplinary action to the parties (e.g. Instructor) involved in the complaint within **1 business day** of speaking with the student
 - ii. Offer of a discount for a future course with Fine Vintage, applicable to any course within **1 year of the complaint**.
- 7) If the student is not satisfied with the decision or feels misled by any significant aspect of the program, he/she may file a complaint with the [BC Private Training Institutions Branch](#).

Further to the above:

- 1) Students have up to 1 year from the completion date of the course to lodge a complaint.
- 2) All complaints will be resolved in writing within 30 days of the complaint being received.