

### Dispute Resolution Policy

VFS's objective is to provide all students with a positive, safe and encouraging environment in which to study. If students have a VFS related concern that they feel needs to be addressed, we want to know about it and we will do our best to correct any problems that they may be experiencing.

This policy governs complaints from students respecting Vancouver Film School and any aspect of its operations.

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.

The process by which the student complaint will be handled is as follows:

- Students who have program related concerns are to first address their concerns with the Program Manager or Department Head of their Program, or in the case of a specific project, the executive producer or the project staff advisor. Most concerns can usually be solved at this level.
- If students should find they still are unable to resolve the concern to their satisfaction, they must provide a written complaint by email to Dan Dickson, MEd, the Head of Student & Regulatory Affairs, at [daniel@vfs.com](mailto:daniel@vfs.com), who is responsible for investigating and making determinations in respect of complaints.
- If the Head of Student & Regulatory Affairs is absent, or named in the complaint, students should address their complaint to Anthony Grieco, MA, Head of Curriculum Development at [agrieco@vfs.com](mailto:agrieco@vfs.com).
- The student making the complaint may be represented by an agent or a lawyer.