



DISPUTE RESOLUTION

Students have the right to report complaints and appeal all decisions affecting their education at alive Academy. Appeals and complaints should be resolved as close as possible to the point of origin in a way that a neutral observer would find reasonable in all circumstances. Access to the second level of appeal is not available until all opportunities at the first level have been exhausted.

The first formal appeal or complaint is to the Operations Manager. The student will be informed in writing of the proposed resolution by the Operations Manager. Where a student disagrees with an academic decision made up to and including the level of the Operations Manager and wishes to appeal this decision, the student will have access to an unbiased review of the decision by the Vice President. The student will be informed in writing of the proposed resolution by the Vice President.