



## **CCI-LEX PROCESS FOR COMPLAINTS OR DISPUTE RESOLUTIONS**

If you have a complaint or problem about the school, another student, or your teacher please follow these steps:

1. Please discuss your concern with the person involved (e.g., your classmate or teacher). If it is about the school or if it is a sensitive or private matter, discuss it with one of our Office Administrators, CCI Academic Lead or LEX Program Coordinator.
2. If you are not satisfied with the outcome, you should explain the problem to Anne-Marie, the Executive Director. If further information is required, Anne-Marie will investigate the matter and speak with other individuals involved, and attempt to resolve your concern within five business days.
3. If you feel that Anne-Marie has not addressed your concerns satisfactorily you should put your concern in writing addressed to:

Anne-Marie Kallal, Executive Director

CCI-LEX

#428, 10621-100 Ave

Edmonton, AB T5J 0B3

Or you can email: [executive.director@cci-lex.ca](mailto:executive.director@cci-lex.ca)

She will provide you a written reply and decision within five business days.

4. If you are unhappy with the reply, you must advise Anne-Marie within five business days of receipt of her reply. She will refer the matter to the CCI-LEX Board of Directors who will review the matter and may meet with the student and others involved. The Board of Directors will either confirm or change the decision and provide it in writing to the student. This is the final step in the process.
5. If you are unhappy with the response from the Board of Directors, you may file a complaint with Languages Canada. We can provide the contact information.