



InFocus Film School
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Dispute Resolution Policy

InFocus Film School respects and upholds all students' rights. It also entrusts students with certain responsibilities and expects students to be familiar with, and follow, the policies developed to protect everyone's safety, security and integrity.

In the case of a dispute, including but not limited to:

- Fair Grading
- Cheating and Plagiarism
- Student or Instructor Conduct
- Tuition, fees or other charges

Students are advised to take the following course of action.

Informal Stage

Concerns may arise from misinformation or a lack of understanding, an action that has been based on incorrect facts, or an action/decision that is inappropriate and should be modified, all of which can be addressed informally between the parties.

Possible outcomes of the informal stage are: explaining the action in question to the satisfaction of the student involved; modifying the action; reversing the action; or concluding that some other method of resolving the issue should be pursued.

Discussion Phase

This phase is initiated by a student expressing concern to the instructor or administrator whose action or inaction is being questioned. The communication may be oral or written and must refer to the informal stage of this Policy. The instructor or administrator will meet with the student to discuss the concern and respond with reasons.

Mediation Phase

Involvement of a third party may be useful in helping the parties to resolve the issue. Mediation requires that the student and his/her instructor or administrator agree to the involvement of a third party.

Formal Stage

Where the discussion and/or mediation phases have not resulted in a resolution, or where those phases have been bypassed by the student, the student has the right to submit a formal complaint form to the Executive Director. The Executive Director will then issue a request for all parties involved to submit a written account of the incident in dispute. Include in this account the names of any witnesses.

The Executive Director will then conduct an investigation by setting up individual meetings with all parties involved (including witnesses). The meetings will take place within 24 hours of receiving all written accounts.

Possible outcomes of the formal stage are: confirming the action; modifying the action; reversing the action. All attempts will be made to resolve the situation within a reasonable amount of time – and proper action will be taken to discipline any unacceptable behaviour (following the Student Dismissal Policy).