



InFocus Film School

Dispute Resolution Policy

InFocus Film School respects and upholds all students' rights. It also entrusts students with certain responsibilities and expects students to familiarize themselves with and follow InFocus Film School's policies and Code of Conduct.

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 involved.

Possible outcomes of the informal stage are: explaining the reasoning behind the action in question; modifying the action; reversing the action; or concluding that some other method of resolving the dispute should be pursued.

Discussion Stage

If a dispute is not resolved in the informal stage, the student should communicate their dispute to a Program Administrator in writing. The Program Director will arrange and moderate a meeting between the student and other parties involved to discuss the dispute and develop an appropriate resolution.

Formal Stage

Where the discussion stage has not resulted in a resolution, or where the student has elected to bypass the above stages, the student has the right to submit a formal complaint in writing to the Program Director. The complaint will be forwarded to the InFocus Board of Directors. The Board will review, investigate and deal with complaints on a case-by-case basis. The Board will communicate their decisions to all parties involved in writing. The Board's decisions will be considered final.