



Institution Number 4475

Dispute Resolution Policy

15 / OCT / 2020

Revision

01 / SEP / 2021

Dispute Resolution Policy This policy governs complaints from students respecting Vancouver Aviation College and any aspect of its operations. A student will not be subject to any form of retaliation as a result of filing a complaint.

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

Step One: The student must provide the written complaint via email (cfi@skyowners.ca) or hard copy to the Chief Flight Instructor (CFI). The accountable executive (AE) and / or CFI is responsible for making determinations in respect of complaints. If the CFI is absent or is named in a complaint, the student must provide the complaint via email (mostafa@skyowners.ca) to the Accountable Executive (AE).

Step Two: The Complaint Review Committee (CRC) which consist of AE , CFI , and Operation Manager and may staff of VAC (if needed) to review the complaint within 14 days After a complaint is received. Minutes of meeting will be documented in writing. The CRC will determine : validity of the complaint , probable causes , and course of action.

- Vancouver Aviation College will provide the reasons for the determination and the reconsideration (if any) to the student **within 30 days** after the date on which the student made the complaint.

Note 1: The student making the complaint may be represented by an agent or a lawyer.

Note 2 : Vancouver Aviation College may ask the student and / or agent / lawyer of student to take part in the CRC meeting.

- The written reasons will advise a student, that if the student is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Branch (PTIB) (www.privatetraininginstitutions.gov.bc.ca).
- Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.]