



## CANADIAN AVIATION COLLEGE

700B-11731-Baynes Road, Pitt Meadows, BC, Canada V3Y2B3

Tel: 604-299-7777 [www.cacbc.ca](http://www.cacbc.ca) E-MAIL: [info@cacbc.ca](mailto:info@cacbc.ca)

# Student Concern formal Resolution Policy

**Last Revised: June 10, 2025**

## 1. Purpose and Scope

This policy outlines the formal process for resolving student concerns or disputes related to any aspect of Canadian Aviation College's operations. The goal is to reach respectful, fair, and mutually agreed-upon resolutions through a structured, collaborative process.

This policy applies to all CAC students. No student will face retaliation or disadvantage for raising a concern in good faith.

## 2. Submitting a Formal Concern

Students must submit their concern in writing by email.

- Flight training students should direct their written concern to the Chief Flight Instructor (CFI), Bote Sha at [sha@cacbc.ca](mailto:sha@cacbc.ca). If the CFI is unavailable or named in the concern, the submission should be directed to the President, John Ling at [john@cacbc.ca](mailto:john@cacbc.ca).
- Non-flight students should submit their concern to the Director of Student Success and Academic Support, Iris Challoner at [iris@cacbc.ca](mailto:iris@cacbc.ca). If Iris is unavailable or named in the concern, it should be sent to the CFO, Susan Pan at [accounting@cacbc.ca](mailto:accounting@cacbc.ca).

## 3. Initial Review and Fact Gathering

The designated staff member will:

- Acknowledge receipt of the concern within 2 business days
- Gather relevant information from all parties involved
- Review the matter objectively to determine whether it can be resolved promptly

If the matter is resolved at this stage, a summary of the resolution will be documented and shared with the student in writing.

If not resolved, the concern will proceed to a Resolution Meeting.

## 4. Resolution Meeting

If the concern cannot be resolved through the initial fact-gathering process, a Resolution Meeting will be scheduled within 7 business days.

- The meeting will be facilitated by a neutral staff member who was not directly involved in the issue.
- All relevant parties may be invited to participate, depending on the nature of the concern.
- The student may bring a support person or representative, including a friend, agent, family member, or lawyer.



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- A written summary of the agreed outcome will be prepared and acknowledged by both parties.

### **If a resolution is reached, no further action is required.**

If no resolution is reached, the matter proceeds to the Resolution Review Panel.

### **5. Resolution Review Panel**

If the Resolution Meeting does not result in agreement, the concern will be referred to the Resolution Review Panel.

Panel Composition:

The panel will consist of three impartial members, appointed based on the nature of the concern. Members will not include anyone involved in the original issue. The panel may include individuals from administration, student services, or academic departments.

Panel Process:

- The panel will review all relevant information, including the original concern, communications, and any notes from the Resolution Meeting.
- The panel may request additional information or invite participants to speak. Students may have a support person present during this stage.
- The panel will first attempt to recommend a collaborative resolution.
- If a resolution is not possible, the panel will issue a final institutional decision.

A written summary of the outcome will be provided to the student within 30 calendar days of the original submission.

### **6. Further Options**

If the student remains dissatisfied and believes they were misled by the institution about a significant aspect of their program, they may file a complaint with the Private Training Institutions Branch (PTIB):

 [www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)

Note: Complaints must be filed within one year of the date the student completed, withdrew from, or was dismissed from their program.

### **7. Representation**

Students may be accompanied or represented at any stage of this formal process by:

- A lawyer
- An agent
- A friend, family member, or peer



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### **8. Documentation and Records**

Canadian Aviation College will retain the following for a minimum of five years, in accordance with PTIB requirements:

- The original concern
- All related communications and meeting notes
- Signed agreements or decisions
- Final outcomes