P08 Student grievance and dispute resolution

Effective date: November 1, 2026.

Purpose and Scope

Canadian Aviation College (CAC) is committed to resolving student concerns through a structured, respectful, and collaborative process. The goal is to reach fair and mutually agreed-upon solutions while maintaining a safe and professional learning environment.

This policy applies to all CAC students.

No student will face retaliation or disadvantage for raising concern in good faith.

Submitting a Formal Concern

Students must submit their concern in writing by email.

All Students:

Email Chief Flight Instructor (CFI), Bote Sha, at sha@cacbc.ca.

If the CFI is unavailable or named in the concern, submit to Alano Ling, Operations Manager, at studentservice@cacbc.ca.

Alano coordinates unresolved concerns and internal escalations through the existing Resolution Meeting and Resolution Review Panel process described below.

Initial Review and Fact Gathering

Upon receipt of a formal concern, the designated staff member will:

Acknowledge receipt within 2 business days.

Gather relevant information from all involved parties.

Objectively assess whether the concern can be resolved promptly.

If the matter is resolved at this stage, a written summary of the resolution will be provided to the student. If unresolved, the concern proceeds to a Resolution Meeting.

Resolution Meeting

If initial fact-gathering does not resolve the issue, a Resolution Meeting will be scheduled within 7 business days.

Facilitated by a neutral staff member who is not involved in the issue.

Relevant parties will be invited based on the nature of the concern.

The student may bring a support person (friend, family member, agent, or lawyer).

A written summary of the meeting's outcome will be acknowledged by both parties.

If resolved, no further action is required.

If unresolved, the matter proceeds with the Resolution Review Panel.

Resolution Review Panel

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

Panel Composition:

Three impartial members appointed based on the nature of the concern.

Panel members will not include anyone involved in the original issue.

Members may be selected from Administration, Student Services, or Academic Departments.

Panel Process:

Review all documentation, including the original concern, communications, and Resolution Meeting notes.

May request additional information or invite participants to speak.

The student may have a support person present.

The panel will first attempt to recommend a collaborative resolution.

If 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 concern of submission.

Final Decision and President s Oversight

The Resolution Review Panel's decision is final.

The President of CAC may review a case only to ensure procedural fairness was followed.

The President will not reopen investigations or alter the Panel's decision.

Further Options

If the student remains dissatisfied and believes they were misled by the CAC regarding a significant aspect of their program, they may file a complaint with the Private Training Institutions Regulatory Unit (PTIRU):

Note: Complaints to PTIRU must be filed within one year of the student's program completion, withdrawal, or dismissal.

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

Documentation and Records

CAC will retain the following documentation for a minimum of five years, in compliance with PTIRU requirements:

The original concern submission. All related communications and meeting notes. Signed agreements or final decisions. Resolution Review Panel outcomes.