



Dispute Resolution Policy

<u>Canadian Aviation College</u>	<u>3539</u>	
Name of Institution	Institution Number	
<u>Dispute Resolution</u>	<u>April 1, 2019</u>	<u>August 8th, 2024</u>
Name of Policy	Effective Date	Revision Date

Policy Scope

This policy governs complaints from students regarding any aspect of operations at Canadian Aviation College. Students who make or are otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time. This policy applies to complaints related to academic, administrative, and interpersonal issues.

Submission of Complaints

Student complaints must be submitted in writing via email.

1. **Pilot Students:** Should file their complaint with the Chief Flight Instructor (CFI), Bote Sha, at bote@cacbc.ca.

If the CFI is unavailable or is named in the complaint, the student should file the complaint with the President, John Ling, at john@cacbc.ca.

2. **Other Students:** Should file their complaint with the Administration Officer, Iris Challoner, at iris@cacbc.ca.

If the Administration Officer is unavailable or is named in the complaint, the student should file the complaint with the CFO, Susan Pan at accounting@cacbc.ca



If the designated individual is unavailable or otherwise unable to handle the complaint, the student may submit the complaint to the President, John Ling, at john@cacbc.ca or his designated representative.

Complaint Handling Process

1. Initial Investigation

Upon receiving a complaint, the designated staff member will investigate to determine the validity of the complaint. The investigation will involve reviewing all relevant information and documents. The staff member will provide written reasons for the determination to the student within 15 days from the date the complaint is received.

2. Determination

Written reasons for the determination will be communicated to the student via email with a request for confirmation of receipt. The email will include detailed information on the determination and next steps.

3. Reconsideration

If the student is dissatisfied with the initial determination, they may request reconsideration within 5 days of receiving the determination.

The reconsideration request must be submitted in writing and addressed to the President, John Ling, at john@cacbc.ca.

- Students requesting reconsideration should include any new evidence or details not considered in the initial investigation. Reconsideration requests will be acknowledged within two business days of receipt.



The President will convene the Complaint Review Committee (CRC) to review the case within 10 days of receiving the reconsideration request.

Complaint Review Committee (CRC)

The CRC will consist of three members:

- the President or Vice President
- the Administration Officer
- an independent faculty member or external advisor not affiliated with the department in question to ensure impartiality.

The CRC meeting will take place at the Canadian Aviation College, and minutes will be documented in writing.

The objectives of the CRC meeting are:

1. Determine if the complaint is valid.
2. Outline probable causes.
3. Determine a course of action.
4. Provide written documentation outlining the final determination to the student within 30 days of the original complaint.

Final Determination

Written reasons for the final determination will be communicated to the student via email with a request for confirmation of receipt.

The email will also advise the student that if they are dissatisfied with the determination and believe they have been misled by the institution regarding any significant aspect of their program, they may file a complaint with the Private Training Institutions Branch (PTIB) (www.privatetraininginstitutions.gov.bc.ca).



Grounds for appealing to PTIB may include, but are not limited to:

- significant misrepresentation of program content
- unfair treatment during the complaint process
- failure to follow the dispute resolution policy as outlined.
- Complaints must be filed with the PTIB within one year of the date the student completes, is dismissed from, or withdraws from the program.

Representation

The student making the complaint may be represented by an agent or lawyer. The agent may be anyone, including a friend, family member, another student, or a Student Council member.

The role of the representative is to support and advocate on behalf of the student throughout the complaint process.

Record Keeping

The Canadian Aviation College will retain a record of all complaints, documents related to the complaint, the student's participation in the dispute resolution process, and all written reasons issued under the dispute resolution process for at least five years.

- All records related to the complaint will be kept confidential and may only be accessed by authorized personnel. Students have the right to request access to their complaint records by submitting a written request to the Administration Officer.
- Records will be securely stored, and access will be controlled to ensure confidentiality.