



Student Dispute Resolution Policy

Student Policy Manual

Heli-College Canada Training Inc.

0809

Name of Institution

Institution Number

Dispute Resolution Policy

16/09/20

21/08/27

Name of Policy

Effective Date

Revision Date

1. This policy governs complaints from students respecting Heli-College Canada Training Inc. and any aspect of its operations. Students will not be subject to any form of retaliation as a result of filing a complaint.
2. All formal student complaints must be made in writing.
3. The student must provide the written complaint to the Chief Flight Instructor who is responsible for making determinations in respect of complaints. If the Chief Flight Instructor is absent or is named in a complaint, the student must provide the complaint to the Senior Flight Instructor, or Student Services representative.
4. The process by which the student complaint will be handled is as follows:
 - a) **Students are encouraged to talk informally with the Chief Instructor first, to see if a resolution of their complaint can be quickly accommodated.**
 - b) **If verbal discussions are insufficient to resolve the complaint, the student will submit a written complaint as described above.**
 - c) **A meeting will be scheduled within 7 days to discuss the matter.**
 - d) **A written interim reply will be given to the student within 14 days by the Chief Flight Instructor.**
 - e) **In the event that a student wishes to take advantage of third party mediation, Heli-College Canada Training Inc. will participate in and provide a venue for such services at no charge to the student, but will not be responsible for any associated costs charged by a third party mediator.**
 - f) **Written reasons for any final determination will be provided to the student within 30 days after the date on which the complaint was made.**
5. The student making the complaint may be represented by an agent or a lawyer.
6. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and feels that they have been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch (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.