



PROFESSIONAL FLIGHT CENTRE LTD.

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Pacific Professional Flight Centre

Name of Institution

0735

Institution Number

Dispute Resolution Policy

Name of Policy

September 2021

Effective Date

Revision Date

1. This policy governs complaints from students respecting **Pacific Professional Flight Centre** and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.
2. All student complaints must be made in writing.
3. The student must provide the written complaint to the **Chief Flight Instructor (CFI)** who is responsible for making determinations in respect of complaints. If the **Chief Flight Instructor (CFI)** is absent or is named in a complaint, the student must provide the complaint to the **Assistant Chief Flight Instructor (ACFI)**.
4. The process by which the student complaint will be handled is as follows:
 - A. Process:
 1. Student will provide a written summary of the complaint to the CFI / ACFI
 2. The CFI / ACFI will discuss the details of the complaint with the management team
 3. A written response to the complaint will include any determination.
 - B. Written reasons for the determination will be provided to the student within 45 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 has 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).

This institution is certified by the Private Training Institutions Branch (PTIB). Certified institutions must comply with regulatory requirements, including the requirement to have a Sexual Misconduct policy. For more information about PTIB, go to www.privatetraininginstitutions.gov.bc.ca.