

## Dispute Resolution Policy

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Island Coastal Aviation Inc.		3883
Name of Institution		Institution Number
<b>Dispute Resolution Policy</b>	<b>September 1, 2021</b>	<b>N/A</b>
Name of Policy	Effective Date	Revision Date

1. This policy governs complaints from students respecting Island Coastal Aviation Inc. 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 Office Administrator who will forward it to the Chief Flight Instructor (CFI). The CFI is responsible for making determinations in respect of complaints. If the CFI is absent or is named in a complaint, the student must provide the complaint to the Vice President.
- The process by which the student complaint will be handled is as follows:
    - Immediately after a complaint is received, the CFI or Vice President convenes the Compliant Review Committee (CRC) to review the complaint within 7 business days. The committee shall consist of 3 individuals: The CFI or Vice President, the manager of the department related to the complaint, and another department manager or staff.
    - The CRC meeting must take place at Island Coastal Aviation Inc. and minutes are to be documented in writing
    - The objective of the meeting are as followed:
      1. Determine if the complaint is valid;
      2. Outline some probable causes;
      3. Determine a course of action;
      4. Document a final determination to be provided to the student.

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- Written reasons for the determination will be provided to the student within 45 days after the date on which the complaint was made.
- The student making the complaint may be represented by an agent or a lawyer.
- 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](http://www.privatetraininginstitutions.gov.bc.ca)).
- Island Coastal Aviation Inc. retains a record of all complaints made by students, all documents in relation 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 5 years.

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