

## Dispute Resolution Policy

**Sea Land Air Flight Centre (Institution Number: 03535)**

Effective Date: Aug 15, 2021

Revision Date: Aug 08, 2021

### Purpose

This policy governs complaints from students respecting Sea Land Air Flight Centre and any aspect of its operations. The purpose of this policy is to provide consistency and fairness while addressing issues and complaints in an efficient manner. A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time.

The process by which the student complaint will be handled is as follows:

### Step 1 – Student’s Complaint

Students are encouraged to raise his/her complaint immediately or when becoming aware of it as a potential issue. Where an issue cannot be resolved between students or between a student and SLA staff member, students should make his/her complaint to the Chief Flight Instructor (CFI). Complaints must be made in writing. The student making the complaint may be represented by an agent or a lawyer. If the CFI is absent or is named in a complaint, the student must provide the complaint to the Accountable Executive. These personnel are also responsible for the following steps, investigation and resolution/ determination

Chief Flight Instructor, Akiko Takami - Email: aki@sealandair.ca

Accountable Executive, Daniel Lai - Email: daniel@sealandair.ca

### Step 2 - Investigation

The CFI or the Accountable Executive will conduct an investigation as necessary when the case is complex or serious, before proceeding to Step 3 - Resolution. When the investigation takes more than one week, the CFI will report the progress of the investigation to the student.

### Step 3 - Resolution /Determination

The CFI or the Accountable Executive will always try to resolve the complaint as soon as it is received when they judge that an investigation is not necessary. Resolution, determination with its reasons or the reconsideration (if any) will be provided to the student within 30 days after the date on which the complaint was made when an investigation is required. If the resolution or determination is satisfactory to the student, the CFI will document it and send a copy to the Accountable Executive. The case will then be filed and closed.

### Step 4 - Filing a complaint with the Private Career Training Institutions Branch

If the student is dissatisfied with the resolution or determination, and has been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Branch (PTIB) ([www.privatetraininginstitutions.gov.bc.ca](http://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.