British Columbia Helicopters Ltd

Dispute Resolution Policy

British Columbia Helicopters Ltd		**ID-01763**
Name of Institution		Institution Number
Dispute Resolution Policy	**2021-10-19**	**2021-10-19**
Name of Policy	Effective Date	Revision Date

1. This policy governs complaints from students respecting **British Columbia Helicopters Ltd** and any aspect of its operations.

2. 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.

3. The process by which the student complaint will be handled is as follows:
   - Student complaints must be made in writing.
   - A student will inform the Chief Flight Instructor at B.C. Helicopters Ltd. in writing of any complaints within 3 days of the incident. If the Chief Flight Instructor is not available, or if the complaint has been made against him, complaints can be made to Senior Educational Administrator, Sancho Gelb or the Office Manager.

     Chief Flight Instructor: Mischa Gelb
     Email: mischa@bchelicopters.com

     Senior Educational Administrator: Sancho Gelb
     Email: sancho@bchelicopters.com

     Office Manager: Janelle Swift
     Email: janelle@bchelicopters.com

   - The student will be guaranteed a meeting in private with the Chief Flight Instructor within 2 days in order to resolve the problem.

   - If an instructor is involved, a meeting with the instructor and the Chief Flight Instructor will be scheduled within 2 days.

   - B.C. Helicopters will keep written records for six years of all disputes and complaints between the institute and the student.

- Should a third party be required for settlement of a dispute, a mutual agreed upon mediator i.e., Pastor, or a member of the Helicopter Association of Canada will be hired, and the cost incurred will be split 50/50 by the student and the school. A meeting with the arbitrator will be scheduled within 30 days of the reporting of the complaint. The student making the complaint is also authorized to be represented by an agent or a lawyer.

- The decision from the agreed upon arbitrator will be final and binding and take place within 30 days of the meeting.

    - Written reasons for the determination of the complaint will be given to the student within 45 days after the date on which the complaint was made.
    - A fee will not be imposed on a student in relation to making a complaint.

- The written reasons will advise a student, that if the student is dissatisfied with the 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). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.