



Dispute Policy

1. This policy governs complaints from students respecting Pacific Flying Club 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:
 - a) Student complaints must be made with 14 days of the incident/occurrence or provision of in writing to the following appropriate supervisor:

Single-engine operations: Paul Harris (Manager of Flight operations)
pharris@pacificflying.com

Multi-engine operations: Marcel Gimenez (Manager of Multi operations)
mgimenez@pacificflying.com

Financial Disputes: Parkash Athwal (Chief Financial Officer)
pbains@pacificflying.com
 - b) Should the issue not be resolved at this level or in absence of the above supervisor, the **Executive Director** should be contacted in writing within 14 days of the incident/occurrence or provision of service.

Executive Director – Clark Duimel
cduimel@pacificflying.com
 - c) Pacific Flying Club will provide the reasons for the determination and the reconsideration (if any) to the student within 30 days after the date on which the student made the complaint.
4. The student making the complaint may be represented by an agent or a lawyer.
5. Transport Canada examinations are conducted by Transport Canada Pilot Examiners and written examinations conducted by Transport Canada and/or Transport Canada Authorized Examination Invigilators. Any dispute of a grade should be forwarded to Transport Canada directly.

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