



DISPUTE RESOLUTION

1. Any student who has a complaint or who becomes involved in a dispute with a representative of the Institute shall, if appropriate, make an earnest attempt to settle the complaint or resolve the dispute directly with the person(s) who is the subject of the complaint or dispute.
2. Any student who cannot resolve the complaint or dispute as outlined above must submit their complaint in writing to the Student Services Manager at studentservices@picachef.com, 604-734-4488.
3. The Student Services Manager will review the complaint and meet with the student to discuss the concern within 5 days of receiving the written complaint.
4. Following the meeting with the student, the Student Services Manager will conduct whatever enquiries and/or investigations are necessary and will provide a written determination on the complaint.
5. If reconsideration of the determination is required, this will be conducted by the Head of School/COO at studentservices@picachef.com, 604-734-4488.
6. Written reasons for the determination will be provided to the student within 30 days of receipt of the written complaint.
7. The student making the complaint may be represented by an agent or lawyer.
8. The written determination will advise the student that, if they are dissatisfied with the determination, and feel they have been misled by the institution regarding any significant aspect of that program, they may file a complaint with the Private Training Institutions Branch (www.privatetraininginstitutionsbranch.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.