



AET PARAMEDIC ACADEMY INC

3515

Name of Institution

Institution Number

**Dispute Resolution Policy- PCP**

**NOV 2021**

**October 2023**

Name of Policy

Effective Date

Revision Date

### DISPUTE RESOLUTION POLICY & PROCEDURE

**Policy:** Individuals should always try to resolve issues informally. If a more formal approach becomes necessary, the institution provides a fair and reasonable mechanism for resolution.

**Procedure:**

First try to resolve the issue directly with the other party. If this doesn't work ....

*Step One*

Put your complete complaint in writing and email to [info@aetparamedic.ca](mailto:info@aetparamedic.ca) attention: AET Director. The Director will request submissions from all involved parties, including any witnesses; conduct an investigation and attempt to set up a meeting within 2 business days. A student may be represented by an agent or lawyer.

The AET Director is responsible for the initial determination and reconsideration (if applicable).

AET must 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.

*Step Two*

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](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.

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.

***Should a person/position in this resolution process be in a conflict of interest due to their direct involvement in the dispute issue, an alternate is to be selected in their place by the institution and the complainant notified.***