

Dispute Resolution/Grades Appeal Policy

Southern Interior Flight Centre

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| Dispute Resolution/Grades Appeal Policy | November 1, 2010 |
| Name of Policy | Implementation Date |
| CFI, Flight School Director | January 27, 2022 |
| Position(s) Responsible | Date of Last Revision |

Policy:

Southern Interior Flight Centre provides an opportunity for students to resolve disputes of a serious nature in a fair and equitable manner.

The dispute policy applies to all Southern Interior Flight Centre students who are currently enrolled or were enrolled 30 days prior to the submitting their concern to the CFI or Flight School Director.

All flight tests and written examinations are conducted by Transport Canada authorized personnel, who are, in fact, operating as an extension of Transport Canada at the time, and as such, grade appeals must be made by referring to Transport Canada.

Procedure for Student Disputes:

1. When a concern arises, the student should address the concern with the staff member most directly involved. If the student is not satisfied with the outcome at this level, the student must put his/her concern in writing and deliver it to the Flight School Director, Marc Vanderaegen (marc@flysifc.ca) or Mark Heinzlreiter, Chief Flight Instructor (mheinzlreiter@flysifc.ca) if the Flight School Director is absent.
2. The Flight School Director or CFI (as applicable) will arrange to meet with the student to discuss the concern and desired resolution within 5 school days of receiving the student's written concern, or as soon as practicable.
3. Following the meeting with the student, the Flight School Director or CFI (as applicable) will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate personnel.
4. The necessary enquiries and / or investigations shall be completed no later than 10 school days following the receipt of the student's written concerns. The Flight School

Director or CFI (as applicable) will do one of the following within 10 days of receiving the student's written concerns:

- a. Determine that the student's concerns are not substantiated; or
- b. Determine that the student's concerns are substantiated in whole or in part;
- c. Determine that the student's concerns are frivolous and vexatious.

The student and the institution's personnel involved shall receive a written summary of the above determination. A copy of all documentation relating to every student's complaint should be signed by all parties. A copy shall be given to the student, a copy will be placed in the school's Student Conduct File, and the original will be placed in the student file.

5. If it has been determined that the Student's concerns are substantiated in whole or in part the Flight School Director or CFI (as applicable) shall include a proposed resolution of the substantiated concern(s).
6. If the student is not satisfied with the determination of the Flight School Director or CFI (as applicable), the student must advise the Flight School Director within 48 hours of being informed of the determination. The Flight School Director will immediately refer the matter to the Owner of the Institution. The Owner of the institution will review the matter and meet with the student within 5 school days.
7. The Owner of the institution shall either confirm or vary the determination of the Flight School Director. At this point, the School's Dispute Resolution Process will be considered exhausted.
8. If the student is or was enrolled in an approved program, and is dissatisfied with the determination, and has been misled by the institution regarding any specific aspect of that program, he or she may file a complaint with the Private Training Institutions Branch (www.privatetraininginstitutions.gov.bc.ca).
9. The student making the complaint has the right to be represented by an agent or a lawyer.
10. If the issue is of a serious nature the Owner of the School may, in his/her sole discretion and cost, engage the services of a third party mediator to assist in the resolution of the dispute.
11. The Institution protects any student who makes or is otherwise involved in a complaint from retaliation.

Procedure for Grade Appeal:

1. As all written and flight tests are conducted by personnel acting on behalf of Transport Canada, students may appeal their grades utilizing the process in the applicable Written Test Guide or Flight Test Guide as provided by Transport Canada. Southern Interior Flight Centre has no voice in determining the methods of Grade Appeal for the required Transport Canada Tests and Exams.

This Agreement shall be governed, construed and enforced in accordance with the laws of the Province of British Columbia and shall in all respects be treated as a British Columbia contract. Notwithstanding the location of the student's primary residence or the location, any judicial proceeding with respect to this agreement must be brought to a court of competent jurisdiction in Kelowna, British Columbia.

If any provision of this Agreement is determined to be invalid or unenforceable in whole or in part, such invalidity or unenforceability shall attach only to such provision or part thereof and the remaining part of such provision and all other provisions shall continue in full force and effect.