



Pacific Link College

Dispute Resolution Policy

Name of Policy

August 1, 2014

Implementation Date

Program Head, Campus Coordinator, Head of Academics

Position(s) Responsible for Administering this Policy

July 2, 2021

Date of Last Revision

Policy:

This policy governs complaints from students respecting Pacific Link College (PLC) and any aspect of its operations.

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.

The process by which the student complaint will be handled is as follows:

- Student complaints must be made in writing via email, hard copy or on Moodle.
- Any complaints from students will be handled by the Campus Coordinator, or the Program Head if the student wishes to ask for reconsideration. A decision will be made within 30 days from the date of the complaint; the same time period is set for reconsideration.
- Students may send any complaints to the Campus Coordinator, Aaron Dpenha at aarondphenha@plvan.com or alternatively the Head of Academics Rick Pasin at rickpasin@plvan.com. If the complaint is regarding the Campus Coordinator, this may be sent to Program Head, Isaac Oommen at isaacoommen@plvan.com.

PLC 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.

- 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.]
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The student making the complaint may be represented by an agent or a lawyer.
