



Student Complaint and Dispute Resolution

Calgary-Okotoks Flying School (C-OFS) provides the flying students the opportunity to resolve disputes of a serious nature in a fair, reasonable and equitable manner.

Student Disputes Procedures:

When a concern arises, the student should first attempt to address it with the individual most directly involved. If unsatisfied with the outcome, the student should submit a written complaint to the CFI. In case of the dispute is with the CFI the written complaint shall be submitted to the School President and CEO.

The CFI will arrange to meet with the student to discuss the concern as soon as possible and within five school days of receiving the student's written complaint.

Following the meeting with the student, the CFI will conduct whatever enquiries and/or investigations are necessary and provide a written response to the student that includes reasons for the determination on the complaint. The written reasons will be provided no later than ten school days following the receipt of the student's written complaint.

If the student is not satisfied with the determination of the CFI, the student must advise the CFI in writing within five school days of being informed of the determination. The CFI will immediately refer the matter to the School President and CEO.

The School President and CEO will review the matter and meet with the student within five school days. If the dispute is the concern about academic issue, the proper instructor will be involved for the resolution. The determination will be notified to student within ten school days. At this point the School's Dispute Resolution Process will be considered exhausted.

The student and the C-OFS 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 Dispute File, and the original will be placed in the student file.

Students making a complaint may be represented by an agent or a lawyer.
Students will not be subject to any retaliation as a result of their complaint.

After having exhausted the dispute resolution process, a student may file a claim with the Private Training Institutions Branch (PTIB) of the Ministry of Advanced Education www.privatetraininginstitutions.bc.ca on the basis that the institution misled the student regarding any significant aspect of an approved program.



Calgary-Okotoks Flying School
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Student Name:		Program:	
Student ID:		Program Start Day:	
Tel:		Email:	
CFI:		Submission Date:	
Description of Complaint or Issue (additional sheets of paper may be attached if more space is needed)			
Student Signature			
Date			