

Dispute Resolution Policy

Pacific Rim Early Childhood Institute Inc. provides an opportunity for students to resolve disputes in a fair and reasonable manner.

Dispute Resolution Process:

1. 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 executive director within fourteen (14) days of the incident. Should this person be absent or be named in the complaint the student should submit the written complaint to the program director.
2. The executive director or program director will arrange to contact the student to discuss the concern as soon as possible and within fourteen (14) business days of receiving the student's written complaint.
3. Following the meeting with the student, the executive director or program director will conduct whatever enquiries and/or investigations are necessary and provide a written response to the student that includes reasons for the determination of the complaint. The written reasons will be provided no later than thirty (30) days following the receipt of the student's written complaint.

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

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.