

# Dispute Resolution Policy

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1. This policy governs complaints from students respecting JoinAir Helicopters Inc. and any aspect of its operations. Students will not be subject to any form of retaliation or charged any fees as a result of filing a complaint.
2. All student complaints must be made in writing.
3. The student must provide the written complaint to the below primary JoinAir contact who will then be responsible for making determinations in respect of complaints:
  - i. Craig Joiner  
Accountable Executive  
[craig@joinairhelicopters.ca](mailto:craig@joinairhelicopters.ca).
  - b. If the above mentioned contact is absent and/or named in the complaint, the student may bring the written complaint to the below secondary JoinAir contact who will then be responsible for making determinations in respect of complaints.
    - i. Whitney Bergen  
Office Manager  
[info@joinairhelicopters.ca](mailto:info@joinairhelicopters.ca)
4. The process by which the student complaint will be handled is as follows:
  - a. Student complaints will be reviewed by the primary JoinAir contact, or the secondary JoinAir contact if required.
  - b. A meeting will be arranged with the student to discuss the complaint and a letter will be issued to the student to sign stating the complaint has been discussed.
  - c. Written reasons for the determination and the reconsideration (if any) will be provided to the student within 30 days after the date on which the complaint was made.
5. The student making the complaint may be represented by an agent or a lawyer.
6. JoinAir will retain a single file of all complaints made by students and decisions issued under the dispute resolution policy for five years. These records will be accessible, on request, by the registrar of PTIB.

If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch. ([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.