

Dispute Resolution Policy

This policy governs complaints from students regarding Pacific Design Academy 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.

PDA offers two Dispute Resolution Procedures: Informal and Formal. Most disputes can be settled through the Informal Procedure. The Formal Procedure should be used if the Informal Procedure fails to resolve the dispute. From time to time, depending on the nature of the dispute, a student may choose to initiate the Formal Procedure immediately.

Informal Resolution Procedure

Any dispute should first be discussed with PDA Instructor(s), who will attempt to address the concern immediately.

If the concern is not resolved, students may bring their complaints to the relevant Department Head, who will consult with the instructor.

The student may discuss concerns with the Academic Coordinator if the Instructor or Department Head cannot resolve the situation.

If the problem is not resolved within 10 business days, the Formal Resolution Procedure described below should be followed.

Formal Resolution Procedure

Students may submit a Formal Complaint in writing to the Academic Dean, Kevin Zak (kzak@pdaeducation.com). If the Academic Dean is named in the complaint or is not available to accept the complaint submission, students may submit their complaints to the Director, Isabel Yu (isabel.yu@pdaeducation.com).

The written complaint should include the following information:

- A description of the nature of the complaint and its impacts;
- The names of all parties involved, including witnesses where appropriate;
- And the dates of relevant incidents.

The Academic Dean is responsible for making the initial determination within 15 days of receiving the complaint. The reasons detailing the decision will be provided in writing.

If the Academic Dean cannot resolve the issue, or if students wish to appeal the initial determination, students can submit their complaints to the Director, Isabel Yu (see above).

The Director is responsible for delivering the reconsideration within 30 days after the Formal Complaint has been made. Reasons for the reconsidered decision will be provided in writing.

The written response 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 that a student completes, is dismissed from, or withdraws from the program.

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