
STUDENT DISPUTE RESOLUTION POLICY

PIMT is committed to providing a fair, transparent, and respectful environment where students can raise concerns without fear of retaliation. This policy outlines the process for addressing student complaints in accordance with the Private Vocational Training Act and the Private Vocational Training Regulation of Alberta.

Students may submit concerns at any time. All complaints will be handled promptly, professionally, and without fees to the student.

SUBMISSION OF COMPLAINTS

All student complaints must be submitted **in writing** and may be delivered:

- By email
- In person
- By registered mail

Students may be accompanied or represented by a **support person, agent, or lawyer** at any stage of the internal process. **Anonymous complaints** will be reviewed to identify potential systemic issues; however, only complaints submitted by a named individual can be formally investigated under this policy.

Students will not face **any form of reprisal or retaliation** for submitting a complaint.

INFORMAL RESOLUTION

Before initiating a formal complaint, students are encouraged to attempt informal resolution by:

1. Discussing the concern directly with the person most closely involved (e.g., instructor, staff member).
2. If not resolved, escalating the matter to the relevant Program Administrator or Supervisor.

If the matter remains unresolved, the student may proceed with the formal complaint process.

FORMAL COMPLAINT PROCESS

If informal steps do not resolve the issue, the student may submit a formal written complaint to:

Campus Contact:

Verica Kikanovic

Email: verica@pimtcalgary.com

A written complaint must include:

- A clear description of the concern
- Date(s) of occurrence
- Names of relevant individuals
- Supporting documentation (if any)
- The outcome or resolution being sought

Within **five (5) business days** of receiving the complaint, the **Campus Designate** will acknowledge receipt and arrange a meeting with the student.

Investigation & Decision

Following the meeting, the **Campus Designate** will investigate the concern, which may include speaking with staff or others involved. A **formal written response** will be provided within **fifteen (15) business days** of the initial complaint submission.

If the complaint is **not substantiated**, the response will include a clear explanation.

If the complaint is **substantiated**, the institution will outline the resolution steps to be taken.

A copy of the complaint, decision, and all supporting documentation will be retained in the student file for **at least three (3) years**, as required under the PVTR.

APPEAL

If dissatisfied with the outcome, the student may submit a **written appeal** within **five (5) business days** of receiving the decision.

Appeals must be directed to the **Campus Administrator** and must:

- State the reason(s) for disagreement
- Include any additional documentation the student wishes considered

The **Campus Administrator** will review the appeal and issue a **final written decision within five (5) business days** of receiving the appeal.

A copy of the final decision will be placed in:

- The student's file, and
- The institutional Student Conduct File (if applicable)

The institution will make every reasonable effort to complete the **entire internal complaint and appeal process within thirty (30) calendar days**, in accordance with Alberta requirements.

EXTERNAL COMPLAINT PROCESS (ALBERTA)

If the student is dissatisfied after completing the internal process, and believes they were:

- misled about a significant aspect of the program,
 - misled about institutional policies or operations,
 - treated unfairly in relation to the Private Vocational Training Act,
- or

they may submit a complaint to: **Alberta Advanced Education – Private Career Colleges** www.alberta.ca/private-career-colleges.aspx

