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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **STUDENT INFORMATION** | | | | | | | | | | | | |
|  | | | | | | | | | | | | |
| **Full Legal Name (and Usual First Name, if applicable)** | | | | | | | | | | | | |
|  | | | | | | | | | | | | |
| **Mailing Address** | | | | | | | | | | | | |
|  | | |  |  | | | | | | | | |
| **Telephone Number** | | |  | **Email Address** | | | | | | | | |
|  | | |  |  | | | | | | | | |
| **Date of Birth** | | |  | **StudentAid BC Application Number (if applicable)** | | | | | | | | |
| **Have you already received a full or partial tuition refund?** | | | | | | | | Yes No | | | | |
| **If yes, what was the amount of the tuition refund?** | | | | | |  | | | | | | |
|  | | | | | | | | | | | | |
| **CURRENT STUDENT STATUS** | | | | | | | | | | | | |
| **Attending the program** | | | | | **Completed the program** | | | | | | | |
| Completion Date: | | | | | |  | |
| **Withdrawn from the program** | | | | | **Dismissed from the program** | | | | | | | |
| Withdrawal Date: |  | | | | Dismissal Date: | | | | |  | | |
|  | |  | | |  | | | | |  | | |
| **INSTITUTION AND PROGRAM INFORMATION** | | | | | | | | | | | | |
|  | | | | | | | | | | |  | |
| **Name** | | | | | | | | | | |  | |
|  | | | | | | | | | | | | |
| **Location** | | | | | | | | | | |  | |
|  | | |  |  | | | | | | | | |
| **City** | | |  | **Province** | | | | | | | | |
|  | | | | | | | | | | | | |
| **Program of Study** | | | | | | | | | | | | |
|  | | |  |  | | | | | | | | |
| **Program Start Date (as listed on contract)** | | |  | **Program End Date (as listed on contract)** | | | | | | | | |
|  | | |  |  | | | | | | | | |
| **Actual Program Start Date** | | |  | **Actual Program End Date** | | | | | | | | |
| **INFORMATION ABOUT YOUR COMPLAINT** | | | | | | | | | | | | |
| 1. Complaints must be filed within one year after you completed, or were dismissed or withdrew from your program. Are you filing this complaint within one year of completion, withdrawal or dismissal? | | | | | | | | | | | | Yes No |
| 1. Students must exhaust their institution’s dispute resolution process before filing a complaint with the Private Training Institutions Branch. Have you exhausted the institution’s dispute resolution process? | | | | | | | | | | | | Yes No |
| 1. When filing a complaint, students must provide a description of the circumstances that gave rise to the claim. Have you included this description with your complaint? | | | | | | | | | | | | Yes No |
| 1. When filing a complaint, students must provide a description of the steps he or she took under the institution’s dispute resolution process. Have you included this description with your complaint? | | | | | | | | | | | | Yes No |
| 1. When filing a complaint, students must provide all records or other things that are relevant to the complaint including a signed student enrolment contract and evidence of all tuition payments. Have you included these and all other relevant records and other things with your complaint? | | | | | | | | | | | | Yes No |
| **If you answered “no” to any of the above questions, your complaint may not be accepted.** | | | | | | | | | | | | |
| **CONFIDENTIALITY STATEMENT** | | | | | | | | | | | | |
| Documents and information related to this claim, its investigation and/or resolution will be treated in confidence and will not be disclosed to any person not involved in the matter unless disclosure is necessary for the processing and investigation of this claim. The Private Training Institutions Branch is subject to the provisions of the Freedom of Information and Protection of Privacy Act.  Your personal information is collected by the Ministry of Advanced Education, Skills and Training under the authority of sections 26(a), (c) and (e) of the *Freedom of Information and Protection of Privacy Act (*FOIPPA) and sections 61(1) and (2) of the *Private Training Act* (PTA) to carry out the registrar’s responsibilities under the Private Training Act.  Should you have any questions about the collection, disclosure and use of this personal information you may contact: Director, Regulation, Private Training Institutions Branch, Governance, Legislation and Strategic Policy Division, Ministry of Advanced Education, Skills and Training 203 - 1155 W. Pender St, Vancouver, BC V6E 2P4 (604 569-0019). | | | | | | | | | | | | |
| **DECLARATION** | | | | | | | | | | | | |
| By signing this document, the Claimant confirm(s) that:   * I understand that it is an offence under section 42(1) of the *Private Training Act* to give false or misleading information to the Ministry. * The information contained in this form and in all of the attachments is true and accurate to the best of my knowledge. * I understand that a copy of this claim, including all attachments, will be sent to the institution against whom the claim is made. | | | | | | | | | | | | |
|  | | | | | | |  | |  | | | |
| Student Signature | | | | | | |  | | Date Signed | | | |

**Complete complaint forms and supporting documents must be sent to** [**PTI@gov.bc.ca**](mailto:PTI@gov.bc.ca) **or,**

**203 – 1155 West Pender Street, Vancouver BC V6E 2P4**