

Student Claim Based on Being Misled Decision

Complainant: [REDACTED]

Institution: 3162 – CDI College of Business, Technology &
Health Care

1. Introduction

The Complainant was enrolled in the Dental Assisting program [Program] and filed a complaint against the Institution [Complaint] on June 28, 2025 after having withdrawn from the Program on March 21, 2025.

The Complainant exhausted the Institution's dispute resolution process [DRP] prior to filing this Complaint.

The matters at issue relate to alleged unfair treatment, bullying and discrimination.

For the reasons outlined below I find the Institution did not mislead the Complainant regarding a significant aspect of the Program and, accordingly, deny the claim.

2. Statutory Scheme

Section 23(1) of the *Private Training Act* [PTA] provides that, a student may file a claim against the Student Tuition Protection Fund [Fund] on the ground that a certified institution misled the student regarding any significant aspect of an approved program of instruction in which that student was enrolled. Claims are filed with the Trustee, being the minister or the person to whom the minister has delegated the relevant powers or duties.

Claims must be filed no later than one year after the student completed or was dismissed or withdrew from the program and only after the student has exhausted the institution's dispute resolution process.

Following receipt of the complaint, the process is as follows:

Claim the student was misled		
Who	What	When
Trustee	Gives a copy of the claim to the institution	As soon as practicable
Institution	May respond to the claim [Response]	Within 15 days of receiving a copy of the claim from the Trustee
Trustee	Gives the Response from the institution, if any, to the student	Within 15 days of receiving the Response from the institution
Student	May reply to the Response from the institution [Reply]	Within 15 days of receiving the Response from the Trustee
Trustee	Must give the Reply from the student, if any, to the institution	Within 15 days of receiving the Reply from the student
Trustee	Adjudicates the claim to determine whether any refund should be issued, and provides written reasons to the student, the institution, and the registrar.	

If a claim is approved, the Trustee may authorize payment from the Fund of all or a portion of the tuition paid to the institution by or on behalf of the student. Section 25(4) of the *Fees and Student Tuition Protection Fund Regulation* requires that payments from the Fund be directed first to the government if all or a portion of the tuition was paid using funds from a provincial or federal student assistance program, and then to the claimant.

3. Program Information

Program:	Dental Assisting
Start date:	September 3, 2024
End date:	September 20, 2025
Withdrawal date:	March 21, 2025
Total charged:	\$ 25,285
Tuition Fee:	\$ 21,625
Application Fee:	\$ 150
Assessment and Administration Fees:	\$ 525
E-Resource and Material Fee:	\$ 3,147
Unconsumed E-Resources and Materials:	\$ (162)
Amount paid to date by Complainant:	\$ 24,447
Amount of tuition paid to date by Complainant:	\$ 20,787

4. Issues

The following issues arise for consideration: Was the Complainant misled in respect of the way in which the Institution treated her?

5. Chronology

September 3, 2024	Program start date
October 17, 2024	Student Activity Form
October 29, 2024	Student Activity Form
February 13, 2025	Student Activity form
March 10, 2025	Student Activity Form
March 21, 2025	Complainant withdraws from Program
April 24, 2025	Complainant initiates DRP, submits complaint to Institution
May 1, 2025	Institution issues decision [Decision 1]
May 1, 2025	Complainant appeals Decision 1
May 13, 2025	Institution issues decision [Decision 2]
June 28, 2025	Complainant files Complaint

6. Analysis

The Complainant withdrew from the Program after having completed over 30% of the Program and, as a result, is not entitled to any refund under the Institution's Tuition Refund Policy. The Complainant is seeking a full refund of tuition.

The Complainant summarizes her Complaint as follows:

The reasons for my withdrawal stem from persistent racial discrimination, unprofessional conduct by faculty, psychological intimidation, and a toxic academic environment that not only impacted my mental health but has also left me in financial hardship.

The Institution issued four Student Activity Forms following meetings held with the Complainant. I have listed here the issues identified in the Student Activity Forms:

- Non-Compliance of the established rules
- Behavioral and Academic Dishonesty
- Unsuccessful Periapical Paralleling Technical Evaluation
- Behavioural Concerns: Participation and attitude do not demonstrate the level of professionalism expected

The Complainant denies the conduct that was the basis for meetings with the Institution and the Student Activity Forms. She submits she was bullied and discriminated against based on her place of origin. The Complainant adds that she was pressured to sign the Student Activity Forms.

In response, the Institution denies all allegations made by the Complainant and submits it acted fairly and in accordance with health and safety protocols.

7. Decision

The adjudicative task for the trustee is to determine whether the Complainant was misled in relation to a significant aspect of the Program. For a claim to be successful, there must be concrete evidence that the Institution promised the student something related to a significant aspect of the program that it objectively failed to deliver (PTA 23(1)(b)).

After careful review of the Complainant's submissions, I am not persuaded the Complainant was misled in respect of a significant aspect of the Program.

The Complainant raises issues in respect of alleged discrimination and bullying which fall outside the trustee's jurisdiction. I appreciate the Complainant feels she was mistreated by the Institution, and I make no findings in that regard. The Complainant has not provided a sufficient evidentiary basis for me to find she was misled within the meaning of PTA 23(1)(b).

The claim is denied.

This decision is final. The Trustee does not have authority to re-open or reconsider the decision and there is no appeal under the PTA. Parties may wish to seek legal advice regarding a judicial review by the BC Supreme Court.

29 September 2025



Joanna White

Trustee, Student Tuition Protection Fund