**If you believe you were misled by your institution in relation to a significant aspect of your program, you may file a complaint with PTIB and seek a tuition refund. Complaints must be filed within one year of having completed, withdrawn or been dismissed from an approved program. Refunds are limited to the amount of tuition paid.**

**Before filing a complaint with PTIB**

Before filing a complaint with PTIB, you must first go through (or attempt to go through) your institution’s **Dispute Resolution Process** (**DRP**).

**Remember the one-year deadline** and leave enough time to go through the DRP before you file the claim with PTIB.

About the DRP:

* All institutions have a DRP which is required to be posted on their website and can typically be found in the Student Handbook. If you can’t find it, request a copy from the institution.
* You initiate the DRP by submitting your issue **in writing** to the institution. Specify that you are initiating the DRP, describe your issue clearly and identify the outcome you are seeking (such as partial or complete refund).
* Institution must issue a **final written decision within 30 days** of you initiating the DRP.

If, after 30 days of initiating the DRP, the institution has not provided you with a decision, please contact [PTIB](mailto:PTI.StudentSupport@gov.bc.ca) for guidance.

**Filing a complaint with PTIB**

Your complaint must be **maximum 50 pages** and include the following:

* **Complaint Form**
* Evidence you completed (or attempted to complete) the **DRP** with the institution, such as a copy of your correspondence and the institution’s decision(s).
* **Description of events** that gave rise to your complaint. Clearly **describe the issue(s)** complained about and how you were impacted. *Remember that the issue must relate to a significant aspect of the program and must have been brought forward to the institution as part of the DRP.*
* Supporting **records** relevant to your complaint such as: email communications, Program Outline, Notice of Dismissal, Notice of Withdrawal, copy of institution’s website or Facebook page, etc. For example, if the complaint relates to the institution’s advertising, you must provide a copy. Organize the records submitted with your complaint in a **chronological order**. If appropriate, label attachments.
* Copy of your **student enrolment contract** (if available)
* **Proof of payment** to institution (if available)

Most complaints easily fit within the page limit. If necessary, you may make a written request to exceed the 50-page limit.

Dissatisfaction with a program, your instructor or the institution will not, generally, result in a successful complaint. You must establish you were **misled** by the institution in relation to a **significant aspect** of the program. It’s usually best to stick to your main issue(s).

Examples of what is likely being misled:

* Program duration (listed in your enrolment contract) changed significantly without your consent.
* Program content, equipment, work experience or facilities differ significantly from what you were promised or what was advertised.
* You were offered a laptop or some other incentive to enroll in the program and it was not provided in a timely manner.

Examples of what is not likely being misled:

* You failed an exam.
* You don’t like an instructor.
* Issues related to bullying, harassment, or discrimination. You may wish to contact the BC Human Rights Tribunal.

**After filing a complaint with PTIB**

You cannot add to or modify your complaint after it has been sent to the institution for **response**. You will have the opportunity to submit a **reply** to the institution’s response.

The trustee (independent decision-maker) will review all submissions before issuing a written decision. You will be provided with a copy of the decision and, if the trustee orders a tuition refund, a refund. The Trustee does not have authority to re-open or reconsider the decision and there is no appeal. Parties may wish to seek legal advice regarding a judicial review by the BC Supreme Court.

The Trustee’s decision may be posted on PTIB’s website.

More information about the complaint process can be found in the [**Private Training Act Policy Manual**](https://www.privatetraininginstitutions.gov.bc.ca/sites/www.privatetraininginstitutions.gov.bc.ca/files/files/policy-manual.pdf) available on our website.

You may report concerns about an institution without filing a complaint by emailing [PTI.StudentSupport@gov.bc](mailto:PTI.StudentSupport@gov.bc).ca.

|  |  |  |  |
| --- | --- | --- | --- |
| **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)** | |
| **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 of Institution** | | | |
| **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** | |
| **Amount of Tuition Paid:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  | **Refund issued (if any) by Institution:** \_\_\_\_\_\_\_\_\_\_\_\_\_ | |
| **Amount of Tuition being Claimed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | | | |

|  |  |  |
| --- | --- | --- |
| **COMPLAINT DESCRIPTION** | | |
|  | | |
| **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 (PTIB) is subject to the provisions of the Freedom of Information and Protection of Privacy Act.  Your personal information is collected by the Ministry of Post-Secondary Education and Future Skills 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.  If you have any questions about the collection, disclosure and use of this personal information you may contact: Director, Policy and Institution Certification, Private Training Institutions Branch, Post-Secondary Policy and Programs Division,  Ministry of Post-Secondary Education and Future Skills, 310-601 Cordova St W, Vancouver, BC V6B 1G1 (604 569-0019). | | |
| **DECLARATION** | | |
| By signing this document, you confirm 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 attachments is true and accurate to the best of my knowledge. * I understand that a copy of this complaint, including all attachments, will be sent to the institution against whom the complaint is made. * I understand that a copy of the Trustee’s decision may be published on the PTIB’s website. | | |
| Student Signature |  | Date Signed |
| Submit your complaint to [PTI.StudentSupport@gov.bc.ca](mailto:PTI.StudentSupport@gov.bc.ca) or  310-601 Cordova St W, Vancouver, BC  V6B 1G1 | | |