

It is intended that all disputes will be addressed and hopefully resolved through discussion between the parties involved.

Should this prove to be impossible, the following steps will be taken:

1. In the event of a dispute between a student and the Victoria Flying Club, the General Manager is designated to review the complaint within 3 days. In the event that the General Manager is unable to resolve the dispute or is directly involved in the dispute, the current President or designate will act as arbitrator and will act upon the dispute within 3 days.
2. The President or designated officer will request a written report from all parties involved in the dispute.
3. The President or designated officer will, within one week of receiving the reports, review the written reports and conduct the necessary investigation.
4. The President or designated officer will, no later than 30 days after the complaint was made, provide a written decision outlining the justification for the decision to all parties in the dispute.
5. If the student does not find the decision acceptable, the student may appeal to the Private Training Institutions Regulatory Unit.
<https://www.privatetraininginstitutions.gov.bc.ca/> --- [1-800-663-7867](tel:1-800-663-7867)
6. Another option available to the student is arbitration by an independent third party whose decision is binding on both parties. There are numerous arbitrators to choose from and they may be found in phone directories under captions headed "Arbitrators" or "Mediators".