

Institution #: 03876
Revision date: January 24, 2024

Effective date: September 1, 2019

Introduction

This policy governs complaints from students respecting Columbia Paramedic Academy and any aspect of its operations.

Policy

1. A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time.
 - The Academy expects that student complaints are being made in good faith. Filing a knowingly misleading, embellished, or otherwise false complaint is considered a violation of the Student Code of Conduct (SCC) and will result in an investigation and possible discipline under the SCC.
2. A student with a complaint may choose to first raise minor complaints verbally with either their Instructor, Lead Instructor or Manager, Paramedic Programs. If the complaint is not resolved to the student's satisfaction it must then be made in writing.
3. The student must provide the written complaint to the Manager, Paramedic Programs for the initial determination. If this individual is absent or is named in the complaint, then the student must deliver the complaint to the Director, Learning.
 - Manager, Paramedic Programs: Emma Keating – emma@columbialearning.ca
 - Director, Learning: Ryan Curr - ryan@columbialearning.ca
4. The receiving manager will review the complaint and will conduct an investigation.
 - The investigation will begin as soon as is reasonably possible.
 - This may include interviews with the complainants, other students, faculty/staff, or any other parties whom the manager believes may be able to provide relevant information to the investigation.
 - This may include engaging an expert or qualified third party for part, or all of the investigation (e.g., lawyers, human resource consultants, etc.). Any such designated investigator will be responsible for providing a written summary of their findings and a recommended course of action in line with school policy. This report will be reviewed by the manager who will have the right to adopt, modify or reject the recommendations found in the Investigator's report at their discretion.
5. The Manager, Paramedic Programs will provide a final report in writing to the student within thirty (30) calendar days of the date on which the written complaint was received.
 - This is to include the reasons for the determination.
6. The student may appeal this determination with a written request for review to the Director, Learning. Should the Director have acted as the investigating manager, the appeal will be heard & decided by the academy's Education Committee.



- The appeal must be made within twenty (20) calendar days of being provided with the written report by the Manager, Paramedic Programs
 - The appeal must include the specific reasons that the student disagrees with the decision
7. The academy must issue a decision to the student within fifteen (15) calendar days of receiving a written appeal.
- Any decision made on an appeal is final and is not subject to further appeals within the institution.
8. If the student is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Branch (PTIB) (www.privatetraininginstitutions.gov.bc.ca)
- Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.
9. A student may elect to be represented by an agent or a lawyer at any stage of the process detailed in this policy.
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Other Related Policies or Resources

- Columbia Paramedic Academy Student Contract
- Columbia Paramedic Student Code of Conduct