



Dispute Resolution Policy

Hitek Computer School		ID-03556
Name of Institution		Institution Number
Dispute Resolution Policy	October 01, 2016	January 12, 2022
Name of Policy	Effective Date	Revision Date

1. This policy governs complaints from students respecting **Hitek Computer School** and any aspect of its operations.
2. 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.
3. The process by which the student complaint will be handled is as follows:
 - Student complaints must be made in writing.
 - The student must provide the written complaint to the **Hitek Computer School Director** Oleg Vertlib info@hitekschool.com who is responsible for making determinations in respect of complaints. If the Director is absent or is named in a complaint, the student must provide a complaint to the Hitek Computer School Secretary.
 - **Step One.** First, try to resolve the issue directly with the other party. If this doesn't work go to step two.
 - **Step Two.** Put your complaint in writing to Hitek School Director or Secretary. He/She will request submissions from all involved parties, including witnesses; conduct an investigation, and set up a meeting within 24 hours. Hitek School Director or Secretary will provide a written decision to all parties within 48 hours.

The institution must provide the reasons for the determination and the reconsideration (if any) to the student within 30 days after the date on which the student made the complaint.



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- The written reasons will advise a student, that 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.]
4. The student making the complaint may be represented by an agent or a lawyer.