

3. A response to the **report** and recommendations will be provided in writing within 30 days of the initial complaint.
4. The student making the complaint may be represented by an agent or a lawyer.
5. If the student is dissatisfied with the determination, and believes they have been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Regulatory Unit (www.privatetraininginstitutions.gov.bc.ca) within one year of the date a student completes, is dismissed from, or withdraws from the program.