

## **Student Complaint Procedure**

Canadian College of Business, Health, Arts Inc. is committed to the prompt and equitable resolution of student conflict issues to the satisfaction of both the student and the college. The formal process whereby a student may request the review and resolution of a concern if activities between staff and student which, in most cases, result in immediate resolution.

The student has the right to present his/her case and be accompanied by an individual of his/her choice at all times during the process. The student has the right to make oral submissions and is entitled to have another person present throughout the complaint process and/or to make oral submissions on behalf of the student. Students are encouraged to address any concerns immediately or have a person make an oral submission on their behalf; please do not let a minor problem develop into a major one.

Should you have any problems or concerns during your training period, we encourage you to discuss them promptly with the staff member directly involved. Should the resolution to your issue require further involvement, the staff member will arrange a meeting with the appropriate personnel, up to and including the Campus Director Shirin Mandani, at 257 Pinnacle Street Belleville Ontario K8N 3B2, as part of the college's formal complaint procedure.

### **Formal Procedure**

1. If a student cannot achieve a satisfactory resolution using the informal direct discussion approach recommended above, the student can request that a more formal complaint procedure be launched. To do so, a student must complete and sign a Student Complaint form (attached) citing why the informal procedure resolution was unsatisfactory, recording the concerns, and documenting the student's desired resolution. Once signed, a copy of the form is given to the student; a copy is submitted to the Campus Director Shirin Mandani, at 257 Pinnacle Street Belleville Ontario K8N 3B2
  - a) The Campus Administrator will arrange to meet with the student within two working days of the date of the written complaint, where all conversation will be recorded via a tape-recorded or neutral party who isn't a party to the student complaint sit in the meeting to take minutes of the meeting recording the oral submissions made if the students refuse to be recorded. If a satisfactory resolution is achieved during the meeting, an agreed resolution between the parties is implemented.
2. The staff member will meet briefly with the student to close the concern and record in Part B of the original Student Complaint Form a description of the mutually satisfactory outcome of the resolution. The student and the staff member will sign the declaration at the bottom of Part B. The original form will be given to the student and a copy will be filled in the student's academic file.

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#### **Review Process**

1. Where a concern has arisen that cannot be resolved in the formal procedure above, the student will be asked to complete and sign Part C (Request for Review) of the original Student Complaint Form, setting out why the formal procedure resolution could have been better. The student will keep the original form again, and a copy will be submitted to the college Administrator.
2. Where the student requests a review, the Campus Director will transfer all documentation regarding the complaint to the Director of Operation, who will investigate the student's concern and meet again within two (2) working days of the request for a review to discuss a resolution.
3. The Director of Operation will report to the student by completing and signing Part D of the Student Complaint form within five (5) days of the conclusion of its resolution investigation

process. The written report will include a summary of the investigation findings and the complaint resolution decision, including the reason for arriving at the decision.

4. The student is given the original signed copy of the form. A copy of the form will be retained in the student's academic file and a copy will be placed in the Campus Student Complaint Binder, where it will remain for a minimum period of three (3) years.
5. The Campus Director will maintain this binder on-site for possible annual inspection.
6. If a student is unsatisfied with the college's decision, he/she may submit the complaint to the Superintendent of Ontario Career Colleges through the Program Approval Registration Information system (PARIS). Instructions for submitting a complaint are available on the Reference Guide for Students: <http://www.tcu.gov.on.ca/pepg/audiences/pcc/paris-enrolment-guide-for-new-users.pdf> You will need to Register as a new PARIS user input your contact information and answer security questions. Once you have completed this process, an email will be sent to you at the email address you submitted with a temporary password. Please log in to PARIS and change the temporary password to a permanent one. Once you have gained access to PARIS, you will be prompted for your contact information to ensure that the Ministry can get back to you.

At that time, PARIS will confirm that you have completed the student complaint procedure at the private career college you are attending. If you haven't, you will need to do so before the ministry can address your concerns.

If you have completed the complaint procedure at the campus level, PARIS will move you forward and will prompt you to fill in information about the private career college you attended, the program and will give you space to describe your complaint and upload supporting documents.

These documents are:

- a. Student Contract
- b. Written complaint submitted to the private career college
- c. Submissions made to the private career college as part of the complaint
- d. Written decision provided to you by the private career college as part of the student complaint procedure
- e. Proof of Payment for your tuition

Once you sign the declaration and consent, you will be able to submit your complaint and you will be contacted by an inspector who will review the documents and advise you on next steps.