

## Student Complaint Procedure

### General Guidelines:

1. A statement of complaint must be made in writing.
2. All complaints are confidential.
3. The procedure outlined below must be followed.
4. A staff presented with a verbal complaint will ask the student to follow the procedure and remind the student of the written complaint requirement
5. The Administrator will also ask for a copy of any written response(s) from those already contacted by the student in accordance with the procedure.
6. Arrangements for meetings and written responses from the person being complained about will be made in a timely and professional fashion. No complaint will go unanswered.
7. Records of Complaints will be maintained in the location where it originated for a period of at least three years.

### Complaint Procedure:

#### Step 1.

The student will request a meeting with the Instructor responsible for the course to discuss the complaint verbally.

TALK TO THE INSTRUCTOR  
TALK TO THE HEAD OF THE DEPARTMENT

If not resolved at this level, the student will proceed to Step 2.

Step 2.

The student will submit a completed written complaint to the Administrator, using the contact information:

Location I (Scarborough)

Administrator's name Muna Abbabor

Title Manager

Address for contact

*55 Town Center Cour Ste#600 , 6<sup>th</sup> Floor, Scarborough, Ontario, Canada M1P4X4*

Phone number, Fax and email address

*Phone: 416.290-6565 Fax: 416.290-5771 [scarborough@cbstraining.com](mailto:scarborough@cbstraining.com)*

Location II (Toronto)

Administrator's name Roselyn Calapini

Title General Manager

Address for contact

*2 Bloor Street West (box 90) , 22<sup>nd</sup> Floor, Toronto, Ontario, Canada M4W2E2*

Phone number, Fax and email address

*Phone: 416.925-9929 Fax: 416.925-9220 [toronto@cbstraining.com](mailto:toronto@cbstraining.com)*

Location III (Mississauga)

Administrator's name Jonh Perera

Title Manager

Address for contact

*77 City Centre Drive, Unit 105, Mississauga, Ontario, Canada L5B1M5*

Phone number, Fax and email address

*Phone: 905.279-9929 Fax: 416.281-9929 [mississauga@cbstraining.com](mailto:mississauga@cbstraining.com)*

The Administrator will arrange a meeting with the student within 7 days of receipt of the written complaint.

The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. This meeting will be minuted.

The Administrator will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 14 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held.

If not resolved at this level, the student will proceed to Step 3.

### Step 3.

The student will submit a completed written complaint to the Executive Director, using the contact information:

Name and contact information

Mazher Jaffery  
Dean  
Canadian Business School  
22nd Floor,  
2 Bloor Street West  
Toronto, ON M4W 3E2  
Phone 416-925-9929 ext. 223      [mjaffery@cbstraining.com](mailto:mjaffery@cbstraining.com)

The Executive Director will arrange a meeting with the student within 14 days of receipt of the written complaint and the report from the Administrator with recommended solutions and the student's objections or comments regarding these solutions.

The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. This meeting will be minuted.

Please read your registration contract and become familiar your obligations and the Canadian Business Colleges obligations.

College Procedures and Policies  
<http://www.cbstraining.com/proceduresOrientation.htm>

Private Career Colleges Act 2005  
[http://www.e-laws.gov.on.ca/html/regs/english/elaws\\_regs\\_060415\\_e.htm](http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_060415_e.htm)

The Executive Director will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 14 days of the meeting and minutes of meetings held.

If not resolved at this level, the student will proceed to contact the Superintendent of Private Career Colleges, Ministry of Training, Colleges and Universities using the following contact information:

Richard Jackson  
Superintendent of Private Career Colleges  
Ministry of Training, Colleges and Universities  
Private Institutions Branch

10th Floor Mowat Block,  
900 Bay Street  
Toronto, ON M7A 1L2