



## **Ontario Association of Career Colleges' Student Complaint Procedure Guide**

**November, 2006**

The policy meets all the requirements as prescribed under s. 36 of O.Reg. 415/06.

The policy is only intended as a guideline for all OACC members. It can be tailored to meet the individual needs of their colleges.

Any changes that are made to the policy will be reported immediately by the college to the Superintendent of Private Career Colleges.

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The College is committed to the prompt and equitable resolution of student conflict issues to the satisfaction of both the student and the College. The Student Complaint Procedure is designed to provide students with both an informal and formal process whereby a student may request the review and resolution of a concern if satisfactory resolution has not been reached by way of the daily problem-solving activities between staff and students 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.

Students are encouraged to address any concerns immediately; 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 Administrator (*school to modify*), as part of the college's formal complaint procedure.

## **Formal Procedure**

1. In the case where a student is unable to 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 (*sample attached*), recording the concern and documenting the student's desired resolution. Once signed, the form is given to the student, a copy is submitted to (college to fill in title of appropriate up line staff person).
2. The (college to fill in the title of the appropriate up line staff person) will arrange to meet with the student within two working days of the date of the written complaint. If a satisfactory resolution is achieved during the meeting, the resolution plan is implemented and the staff member will follow up to ensure the resolution plan satisfactorily resolves the concern.
3. 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 filed in the student's academic file.

## **Student Complaint Procedure... continued**

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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 a Review) of the original Student Complaint Form setting out the reasons why the formal procedure resolution was unsatisfactory. The student will again keep the original form and a copy will be submitted to the college Administrator (college to modify title as appropriate).
2. The college Administrator (*college to modify*) will form a Student Complaint Committee to investigate the student's concern and meet again with the student within two (2) working days of the request for a review to discuss resolution. The committee consists of a minimum of 3 people from the following areas: academics department, student representative and campus administrator.
3. The Committee 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 committee's complaint resolution decision including the reasons 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 Administrator (college to modify title appropriately) will maintain this binder on site for possible annual inspection.

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