



Student Complaint Form

This form is to be used by students to request the initiation of the college's formal complaint procedure or to request a review (appeal) of a formal resolution plan that the student deems unsatisfactory.

This form is used by the college staff to record the results of the formal complaint procedure and the review process.

If a student is not satisfied with the college's decision after working through the formal complaint procedure and any subsequent review process, he/she can ultimately file a complaint with the Superintendent of private career colleges, provided that the student is attending a program approved under the Private Career Colleges Act, 2005.

Section 1 – Request to Initiate the Formal Complaint Process

In conjunction with this policy, the college will ensure that students receive and are aware of its code of conduct, its academic policy, and its attendance policy (Code of Professional Standards).

(1) The student complaint procedure required under section 31 of the Act shall include,

- (a) a requirement that a complaint be made in writing;*
- (b) the person or persons, identified by position, who will decide whether to dismiss the complaint or make a recommendation as to any further action in relation to the complaint;*
- (c) the process to be followed by the private career college in dealing with the complaint which shall include,*
 - (i) giving the student making the complaint an opportunity to make oral submissions,*
 - (ii) allowing the student to have a person present with the student at all stages of the proceedings, and*
 - (iii) the right of the student to have the person referred to in subclause (ii) make the oral submissions on his or her behalf;*
- (d) a description of the manner in which complaints, submissions and decisions will be recorded;*
- (e) a maximum length of time that may elapse between the date the complaint is submitted and the date a decision is issued by the college;*
- (f) a requirement that the decision be delivered to the student in writing and include reasons;*
- (g) a procedure for reviewing a decision;*
- (h) a requirement that the college maintain a record of every complaint at the campus where the complaint originated for a period of at least three years from the date of the decision relating to the complaint, which record shall include a copy of the complaint, of any submission filed with respect to the complaint and of the decision; and*
- (i) a requirement that the college provide the student who makes a complaint with a copy of the record referred to in clause (h).*

(2) If a student is not satisfied with a private career college's resolution of his or her complaint in accordance with the procedure set out in subsection (1), the student may refer the matter to the Superintendent and shall include in his or her application to the Superintendent a copy of the record referred to in clause (1) (h).

Instructions

Before submitting this form to the school administrator, be sure that every question has been answered.

- You will be contacted if the college requires any additional information, so please make certain that your contact information is correct.

Once **Part A** has been completed, please make sure that you sign the declaration in **Part A** and then submit the original and a copy of this form to the college manager, who will co-sign both copies, return the original to you, and keep the copy for your academic file.

Part A (to be completed by the student):

i) Personal Information

Student name			
Last name		First name	
Street address (<i>number and street name</i>)			Unit/Suite
City/Town code	Province	Country	Postal
Home telephone number number	Work telephone number Cell phone number	FAX	
E-mail address			

ii) Nature of Complaint:

What is your complaint with the college? (*If you need more space, either here or below, attach a separate sheet.*)

What do you want the college to do to resolve your complaint? *(If you need more space, either here or below, attach a separate sheet.)*

Have you tried to resolve your concern informally and directly with the person(s) involved? Please explain.

Do you have any documentation in support of your complaint that you want to submit to the college? If so, please itemize them below and attach them to this form

By signing this form, I, _____,

declare the information provided by me in **Part A** to be true and correct.

Student Signature

Date (dd/mm/yyyy)

By signing this form, I certify that I have received a copy of this form on behalf of Canada Trust Driving School Inc.

Simyon Cherniavski

Date (dd/mm/yyyy)

Part B (to be completed by college staff):

i) **Formal Procedure Resolution and follow up:**

Record here any decision that resulted from the formal process meeting between the student and the college staff member, the reason for that decision, and a description of the complaint resolution plan that will be implemented and monitored.

We, (student name) _____ and Canada Trust Driving School Inc.

declare that we have agreed to implement and monitor the resolution plan described above.

Student Signature

Date

Simyon Cherniavski

Date

ii) Closure of Student's Complaint and the Mutually Satisfactory Outcome:

This part to be signed by both the student and the college staff representative, when a mutually satisfactory resolution has been achieved.

We, (student name) _____ and Canada Trust Driving School Inc
declare that the resolution described in (i) above has worked to our mutual satisfaction and
agree to close this complaint,

Student Signature

Date

Simyon Cherniavski

Date

Section 2: Request to Review the Formal Procedure Resolution Outlined in Part B above.

Part C: To be completed by the student when requesting a review

Describe the reasons why the complaint resolution plan resulting from the formal procedure from Part B above was unsatisfactory.

Student' Signature

Date

Part D: (to be completed by College Administrator upon completion of the review.

Describe the findings from the investigation by the Student Complaint committee:

Outline the Student Complaint Committee's resolution decision and the reasons for that decision:

Simyon Cherniavski

Date