



Complaint Procedure

Introduction

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 formal and informal processes 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 orally and, if the student desires, to be accompanied by an individual of his/her choice at all times during the process. This individual will also be allowed to make oral submissions on the student's behalf.

Informal Process:

Students are encouraged to address any concern immediately; please do not let a minor problem develop into a major one. Should you have any problem or concerns during your training period, we encourage you to discuss them promptly with the staff member directly involved. Should no satisfactory resolution be found to your issue or concern you may request a meeting with the Campus Director as a part of the College's formal complaint procedure.

Formal Process:

Step 1: The Student makes a formal complaint in writing

In the case where a student is unable to achieve a satisfactory resolution using the informal direct discussion approach recommended above, the student can initiate a formal complaint. To commence this process, the complaint must be submitted in writing; the student must complete and sign an original **Student Complaint Form**, recording his/her concern and documenting the student's desired resolution. The student must submit the original form and one signed copy to the Administrator, who will co-sign the Forms in Part A, return the original to the student and place a copy in the student's academic file. The student can obtain a Student Complaint Form from the Campus Director or teacher upon request.

Step 1A: The student and administrator negotiate an agreeable resolution plan

The Administrator will arrange to meet with the student within two (2) working days of the date of the written complaint. The College will arrange to have all meetings and oral submissions properly recorded and minuted. If, as a result of that meeting, the student and the Administrator decide to

implement a *mutually agreed to complaint resolution plan*, then, that decision, the reason for the decision, and a description of the resolution plan must be recorded by the Administrator in Part B on the student's original complaint form. The original form must be co-signed by the student and the staff member in sub-section i) of Part B of the Form. The original must be returned to the student and a copy must be filed in the student's academic file.

Step 1B: The student and administrator cannot negotiate an agreeable resolution plan

If the student and the Administrator fail to reach a mutually agreed to resolution as in the paragraph above, then the Administrator of City College of Business Health & Technology will form a Student Complaint Committee (SCC) to investigate and make a decision regarding the student's complaint. This Committee will be comprised of the following members: The Administrator, a Senior Academic Staff and a Student Representative i.e., the student representative shall be selected from the student body, by the student body through a majority vote or, where only a single student expresses an interest in serving, on a volunteer basis. The College will arrange to have all meetings and oral submissions properly recorded and minuted. At the end of the investigation, a meeting shall be convened by the SCC; and submissions (oral and/or written) and deliberations provided to determine the outcome of the complaint.

At the end of these deliberations, a decision will be taken by the SCC members representing the College. The decision will be provided to the student complainant in writing, including the reason or reasons for the decision. The student will be provided with a record of the complaint which will include a copy of the original complaint, a copy of submissions filed with respect to the complaint, a copy of the minutes of any meetings, and a copy of the decision made by the College.

The maximum elapsed time between the original date the complaint is submitted and the issuance of a decision by the SCC representing the College shall not be greater than ten (10) working days.

Step 2: The Student may request a review of the College's decision

The student may agree with the decision of the College in which case no further action on the part of the student is required. However, if the student feels that the decision made in the matter of his/her complaint is incorrect the student has the option to request that the College review the decision.

A request from the student for a review must be executed within ten (10) working days after the receipt by the student of the written decision from the College and the request for review must be in writing. If

the request is not made within this specific time limit the request for review will not be honoured by the College and the original decision made by the College will stand.

To initiate the review process the student must see the Administrator or their teacher and complete and sign Part C (Request for a Review) of the original Student Complaint Form indicating his/ her request for a review, setting out the reason(s) for this request. The Administrator/ teacher shall cause proper records and minutes to be kept of the initiation and commencement of this review process within two (2) working days.

The Campus Director of City College of Business Health & Technology will form a Student Complaint Review Committee (SCRC). This Committee will be comprised of the following members: the Campus Director plus, an Administrator, a Senior Staff and a Student representative who were not part of the original SCC which made the original decision in the matter of the student complaint. The College will arrange to have all meetings and oral submissions properly recorded and minuted. The task of the SCRC will be to review the original decision of the College and the process and evidence provided at the meeting(s). The SCRC will ascertain the correctness of the conclusion drawn and decision arrived at based on the submissions and evidence provided, NO NEW EVIDENCE and/or SUBMISSIONS will be accepted at the review.

Following the review, the College will issue a final decision in writing. The outcome of the review may be to confirm the original decision of the College, or to create an alternative resolution acceptable to both the student complainant and the College.

The decision of the SCRC will be communicated to the student in writing, including the reason(s) within two (2) working days after its meeting. The Campus Director shall meet with the student and/or his/her representative to explain the decision.

Following the Campus Director's meeting with the student, the Formal Student Complaint Procedure is concluded. The student will be provided with a complete record of the complaint including a copy of the original complaint, a copy of submissions filed with respect to the complaint, a copy of the minutes of any meetings, a copy of the decision made by the College, as well as a copy of the request for review made by the student complainant, a copy of any minutes of meetings related to a review and the written results of the review/ outcome delivered to the student as a result of the review process. A copy of all of these items would also be placed in the student file and would be retained by the College for three (3) years.

Referring a matter to the Superintendent if the student complainant is still unsatisfied following the review

If, after a review by the SCRC, the student is still not satisfied with the decision/resolution of his/her complaint in accordance with the procedures outlined above, the student may refer the matter to the Superintendent of Private Career Colleges. If the student elects to make application to the Superintendent for redress of a complaint the student must supply a copy of all the records received from the College as per the stages of the College's formal Student Complaint Procedure i.e. copy of complaint, copy of decision, submissions, minutes of meetings, etc.

Address of Superintendent of Private Career Colleges:

Office of the Superintendent
Private Career Colleges Branch
Ministry of Training, Colleges and Universities
77 Wellesley Street West, Box 977
Toronto, Ontario M7A 1N3

Appendix A

1. Education Consultant

Address: 370 Deerhide Crescent, Toronto

ON, M9M 2Y6

Tel: 416 240 8080

416 240 0255

Email: edconsultant@citycollegetoronto.com

2. Administrator

Address: 370 Deerhide Crescent, Toronto

ON, M9M 2Y6

Tel: 416 240 8080

416 240 0255

Email: contact@citycollegetoronto.com

3. Campus Director

Address: 370 Deerhide Crescent, Toronto

ON, M9M 2Y6

Tel: 416 240 8080

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