

Date .....

<b>Complainant</b> .....	<b>Mailing Address</b> .....
<b>Student No.</b> .....	<b>City</b> .....
<b>Telephone</b> .....	<b>Province</b> .....
<b>E-mail Address</b> .....	<b>Postal Code</b> .....

<b>Respondent</b> <small>(i.e.: Campus, Faculty, Student)</small> .....	<b>Mailing Address</b> .....
<b>Student No.</b> <small>(if applicable)</small> .....	<b>City</b> .....
<b>Telephone</b> .....	<b>Province</b> .....
<b>E-mail Address</b> .....	<b>Postal Code</b> .....

Please provide a concise description of the complaint. Be sure to indicate witnesses and all steps already taken to date, by the Complainant. If additional space is required please complete and attach a second form.

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# Student Complaint Form Procedure

It is the desire of Liaison College to resolve any appeals, complaints or concerns in a prompt and courteous manner. It is the expectation of the College that most issues will be resolved informally by way of discussion between the student and the appropriate staff member.

## General Guidelines

- Appeals regarding grades or dismissals are subject to the academic Appeal Policy. Please use the Student Petition for Appeal Form to file an appeal.
- Complaints are subject to the relevant policies established by the College such as harassment/discrimination, unsafe work conditions, breach of privacy or confidentiality. Please use this Student Complaint Form to file your grievance.
- Statements of complaint must be made in writing.
- All complaints are confidential.
- The procedure outlined below must be followed.
- A staff presented with a verbal complaint will ask the student to follow the procedure and remind the student of the written complaint requirement.
- 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.
- 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.
- Records of Complaints will be maintained at the location where they originated for a period of at least three years.
- The complainant may have another person present at all stages of the proceedings.

## Procedure for Complaints about the College or Another Student

**Step 1.** The student will request a meeting with the Instructor responsible for the course to discuss the complaint verbally. 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 following contact information:

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. If the student is not available for personal meeting, the same process can be conducted over the phone or video conferencing upon request of the student. This meeting discussion 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 7 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:

Executive Director, Liaison College Brampton  
350 Rutherford Road South,  
Brampton, ON L6W 3M2

The Executive Director will arrange a meeting with the student within 7 days of receipt of the written complaint (which should include the Administrator's response 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. If the student is not available for personal meeting, the same process can be conducted over the phone or video conferencing upon request of the student. This meeting will be minuted.

The Executive Director will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 7 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. You must include copies of all documents related to the complaint when referring the matter to the Superintendent.

If you are not satisfied with the resolution of your complaint you may submit your complaint to the Superintendent of Private Career Colleges through PARIS, the ministry's new automated system. This will assist them in better serving you by being able to track your complaint easily and ensure you receive a response quickly.

First, please go to this website:

<https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/login.xhtml>

A guide for creating a student user account is available on the ministry's website at the following URL: <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. Once you have completed the school's procedure, you be able to submit a complaint to the Superintendent.

If you have completed the complaint procedure at the school 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:

- 1) Student Contract
- 2) Written complaint submitted to the private career college
- 3) Submissions made to the private career college as part of the complaint
- 4) Written decision provided to you by the private career college as part of the student complaint procedure
- 5) 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.

A guide for submission of student complaints can be found on the ministry's website at the following URL in case you need any additional assistance in lodging your complaint <http://www.tcu.gov.on.ca/pepg/audiences/pcc/paris-reference-guide-for-students.pdf>