

## STUDENT COMPLAINT POLICY

### **General Overview**

ABC Access Business College is committed to providing prompt and equitable resolution of student conflict issues to the satisfaction of both the student and ABC Access Business College. The Student Complaint Policy offers students both an informal and formal process whereby, a student may request a review of the concern if a resolution has not been reached through daily problem-solving activities between staff and students; which, in most cases, results in immediate resolution. The student has the right to present their case and be accompanied with an individual of his/her choice through all stages of the complaint procedure. In addition, the student can ask the individual who accompanies him/her to present the case on his/her behalf. Students are encouraged to address any concerns immediately. Should the student have any problems or concerns during their training period, we encourage the student to discuss them promptly with his/her Instructor or the Campus Administrator. Should the resolution to the student's issue require further involvement, a meeting will be arranged with the Director, as part of the college's formal complaint procedure.

### **Formal Complaint Procedure**

1. If a student is unable to achieve a satisfactory resolution using the informal direct-discussion approach recommended above, the student may request that a more formal complaint to be launched. To file a complaint, students are required to make the complaint in writing to the ABC Access Business College. To do so, a student must complete and sign the original Student Complaint Form\* recording their concern and documenting the student's expected resolution. Once the form is submitted, the student will be given the opportunity to have an arranged meeting with the Director. During the meeting, the Director will co-sign the form in Part A. ABC Access Business College will retain a copy of the form in the student's academic file and the return the original form to the student.
2. The Director will arrange to meet with the student within (2) business days of the date of the written complaint. If, as a result of that meeting, the student and the Director 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 Director in Part B on the student's original complaint form. The original form must be co-signed by the student(s) and/or staff member in sub-section (ii) & (iii) of Part B of the form. The original form must be returned to the student and a copy must be filed in the student's academic file.
3. If the student and the Director reach a "mutually agreed to resolution" in step (ii) above, then the plan must be implemented, and the Director must follow up within seven (7) business days to ensure the resolution plan satisfactorily resolves the concern.

4. Upon mutually agreeing on a resolution, the Director will arrange a meeting with the student to confirm that the issue has been resolved and record in Part B of the original Student Complaint Form that the concern has been satisfactorily resolved. The student and the Director will sign at the bottom of form Part B. The original form will be given back to the student and a copy will be filed in the student's academic file. A second copy will be filed in the Campus Student Complaint Binder and maintained for 3 years.

### **Review & Appeal Process**

1. Where a student concern has arisen that could not be resolved to the student's satisfaction, through the formal procedure outlined above, the student may initiate an appeal. The student must 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 keep the original form and a copy will be submitted to the Campus Administrator. The student must submit the request for a Review/Appeal form no later than seven (7) working days from the Director's decision date.

2. The Director will investigate the student's concern and meet with the student within two (2) business days of the request for a review to discuss a resolution.

3. The Director will report to the student by completing and signing Part D of the Student Complaint form within seven (7) business days of the conclusion of its resolution investigation process. The written report will include a summary of the investigation findings and the Campus Administrator's complaint resolution decision including the reasons supporting the decision.

4. The student will be given the original signed copy of the student complaint form. A copy of the student complaint form will be retained in the student's academic file and a second copy will be placed in the Campus Student Complaint Binder, where it will remain for a minimum period of three (3) years.

5. The College Administrator will maintain this binder on site for annual inspection.

6. If the student is not satisfied with the college's decision after the review process, he/she can file a complaint with the Superintendent of Private Career Colleges, provided the student is attending a program approved under the Private Career Colleges Act, 2005. In this scenario, the student can submit a copy of the signed complaint form to the Superintendent.

By following the Student Complaint Procedure outlined here, an informal complaint should be resolved by day's end. A formal complaint should take no more than two (2) business days to achieve a mutually agreed upon resolution.

## Points of Contact

1. Director – Gurpreet Kaur  
ABC Access Business College  
5 Nipigon Avenue, 2<sup>nd</sup> Floor  
Toronto, Ontario, M2M 2V7  
Tel: (416) 510-2739 | Fax: (416) 510-2709  
Email: director@abccollege.ca

2. Campus Administrator – Akhil Nair  
ABC Access Business College  
5 Nipigon Avenue, 2<sup>nd</sup> Floor  
Toronto, Ontario, M2M 2V7  
Tel: (416) 510-2739 | Fax: (416) 510-2709  
Email: akhil@accessbusinesscollege.com

## Superintendent Contact Information:

The Superintendent of Private Career Colleges  
Ministry of Training  
Colleges & Universities Private Career Colleges  
Branch 77 Wellesley Street, P. O. Box 977  
Toronto, Ontario, M7A 1N3

User Guide:

<http://www.tcu.gov.on.ca/pepg/audiences/pcc/paris-reference-guide-for-students.pdf>

PARIS Link:

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

## \*STUDENT COMPLAINT FORMS MAY BE OBTAINED BY REQUEST AT THE CAMPUS OFFICE

Note: ABC Access Business College's Student Complaint Policy and Student Complaint Form has been documented to ensure compliance with the Private Career Colleges Act, 2005. Any changes to ABC Access Business College's student complaint policy or student complaint form must be approved by the Superintendent of Private Career Colleges. ABC Access Business College will not make changes to this policy without approval from the Superintendent of Private Career Colleges.