



## **COMPLAINT POLICY & PROCEDURE**

ALPHA COLLEGE OF BUSINESS AND TECHNOLOGY



## 1. Introduction

i. At Alpha College, referred hereafter as 'the College', the safety, comfort, and continued success of the student is of the utmost priority. The College recognizes that part of ensuring student success means not only providing high-quality education and instruction, but also outlining a procedure wherein students may make complaints to the College in situations that have left them concerned. Included in this policy is the procedure for how student complaints are to be made to, and handled by the College. In addition to this policy, the College suggests that students who have any concerns consider bringing said concerns informally to a College employee on the basis that smaller concerns can be handled swiftly and amicably.

## 2. Preamble

- i. In the event that a student has been unable to resolve their complaint informally and wishes to submit a formal complaint they must submit a Student Complaint form to one of our Student Services Officers. This form is available at the Front Desk (Student Services) and on the College website
- ii. The Officer who receives the completed complaint form will send it to the Complaints Resolution Committee, referred hereafter as 'The Committee', who will begin their investigation of the complaint.

## 3. Commitments

- i. During the complaint process the student, or a person designated by the student on their behalf, reserves the opportunity to make statements and submissions orally.
  - a. If the student designates a person to make submissions on their behalf, the designated person has the right to be present during all interactions during the complaint process.
- ii. Complaints that are received will be physically retained by the college in student records and a summary of the complaint, any submissions filed, and decisions relating to the complaint will be stored electronically in the College's student database.
- iii. Upon request, the student will receive a copy of their initial complaint, any submissions filed, and the final decision.
- iv. The College is committed to reaching a decision in the complaint process within seven business days upon receiving the initial complaint in writing.
- v. The College will retain records including the initial complaint, any submissions filed, and the final decision on-site for a minimum of three years from the date of the final decision. The College retains these records for every student complaint.

## 4. Complaint Process

- i. Upon receiving a complaint in writing, the Committee will engage with the concerned student and enter into the formal complaint process.
- ii. At their discretion the Committee upon receiving the complaint may designate a College employee as an Advisor to investigate and engage with the student for the purposes of gathering information and filing submissions. If no Advisor is designated then the



Committee will solely engage in this step. This step in the process is necessary in order to fully understand the scope of the student's concern and what options are available towards reaching a satisfactory resolution.

iii. Upon obtaining enough information such that the Committee can make a reasonable and informed conclusion, the Committee will make their decision and have it delivered to the student in writing, along with the reasoning for said decision within 15 working days of receiving the complaint

iv. Prior to the decision being delivered to the student, the decision will be reviewed by another Senior Staff of Alpha College to ensure that the decision is reasonable, unbiased, and free of malice.

## 5. Appeal

i. In the event that the student is dissatisfied with the decision made by the Committee, he/she may appeal in writing to the Executive Team of the College within five days of receiving notification of the formal decision.

ii. The Executive Team will review the decision, and respond within ten days of receiving the appeal deciding to:

- Uphold the original decision by the committee
- Propose an amicable settlement between the complainant and the department/staff concerned.
- Uphold or partially uphold the complaint and to recommend appropriate steps to be taken by the manager responsible in order to address the issue and avoid similar problems moving forward

iii. The complainant and Complaints Resolution Committee are advised in writing of the Executive Team's decision.

## 6. Filing a Complaint with the Superintendent of Private Career Colleges

If the student is not satisfied with the Executive Team's decision after the appeal process, he/she can file a complaint with the Superintendent of Private Career Colleges using PARIS, the ministry's new automated system, provided the student is attending a program approved under the *Private Career Colleges Act, 2005*.

First, please go to this website: [www.pcc.tcu.gov.on.ca/PARISExtWeb/public/register.xhtml](http://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/register.xhtml).

Once you have registered for a student account you'll have access to the PARIS Reference Guide for students in case you need assistance lodging your complaint. The reference guide can be found in the Tools & Resources section.

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. If you haven't, you will need to do so before the ministry can address your concerns.

If you have completed the complaint procedure at the campus 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.