

A1 Transportation Academy

STUDENT COMPLAINT PROCEDURE

General Guidelines:

1. A statement of complaint must be in writing
2. All complaints are confidential
3. The procedure outlined below must be followed
4. A staff person presented with a verbal complaint will ask the student to follow the procedure and remind the student of the written complaint requirement
5. The Campus Administrator or his/her designate will also ask for a copy of any written response(s) from those already contacted by the student in accordance with the procedure
6. Arrangements for meetings and written responses with respect to the complaint will be made in a timely and professional fashion. No complaint will go unanswered.
7. The College shall 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 the College shall provide a copy of this record to the student who has made the complaint.

Complaint Procedure:

Step 1

The student will request to meet with the instructor to discuss the complaint verbally. Following this discussion, the complaint may be dismissed, or action taken to resolve the complaint.

If not resolved at this level, the student will proceed to Step 2.

Step 2: Complaint to Campus Administrator

The student will submit a completed written complaint to:

Campus Administrator
A1 Transportation Academy
30 Topflight Drive, Unit 2A
Mississauga, ON L5S 1Y1
Lahvindervohra@yahoo.com

The Campus Administrator or his/her designate will arrange a meeting with the student within 7 days of receiving 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 have another person make the oral presentation on his/her behalf. This meeting will be minuted.

The Campus Administrator or his/her designate will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 14 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of the meetings held.

If not resolved at this level, the student will proceed to Step 3.

Step 3: Appeal to the Superintendent of Private Career Colleges

If not resolved at this level, the student will proceed to contact the Superintendent of Private Career Colleges, Ministry of Training, Colleges and Universities using the following contact information and the Student Complaint Form attached hereto:

Superintendent
Private Career Colleges
Ministry of Training, Colleges and Universities
Private Institutions Branch
10th Floor Mowat Block,
900 Bay Street
Toronto, Ontario M7A 1L2

Please Note!

Effective January 1, 2007, every private career college is required to have a student complaint procedure in place to resolve issues arising between the private career college and its students. As a student at a private career college, you must first go through the school's student complaint procedure before filing a complaint with the Ministry.

- Private Career Colleges Act, 2005: http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05p28_e.htm
 O. Regulation 415/06: http://www.e-laws.gov.on.ca/html/regis/english/elaws_regis_060415_e.htm
 O. Regulation 414/06: http://www.e-laws.gov.on.ca/html/regis/english/elaws_regis_060414_e.htm

Have you gone through the school's student complaint procedure? Yes No

The Ministry will review and investigate your complaint in the context of determining whether a private career college is in compliance with the *Private Career Colleges Act, 2005* and regulations made under the Act. Please ensure that you familiarize yourself with the Act and Ontario Regulations 415/06 and 414/06 under this legislation

Instructions

- Before submitting this form to the Ministry, be sure that every question has been answered, that all required documents have been included (do not send originals) and that you have read the "Notice of Collection, Declaration and Consent to the Indirect Collection of Personal Information" section at the end of this form.
- You will be contacted if we require additional information, please make certain that your contact information is correct.
- When completed and signed, send this form and its attachments to: Ministry of Training, Colleges and Universities, Private Career Colleges Branch, 900 Bay Street, 9th Floor, Mowat Block, Toronto ON, M7A 1L2.
- You may fax all materials to 416-314-0499 to the attention of Manager, Registration Unit.

 Please submit **two** copies of a completed Student Complaint Form and attach **two** copies of the following documents: (Do not send originals)

- **your student contract with the school;**
- **the written complaint you submitted to the school;**
- **any submissions filed with the school with respect to the complaint;**
- **the written decision provided to you by the school; and**
- **proof of payment for your tuition and other fees submitted to the school (receipt, cashed cheque).**

Please Note!

If you fail to provide all the requested documents named above, your complaint may be dismissed. Please **print** and ensure that all dates are visible on the documentation provided.

Student Information – PLEASE PRINT				
Last Name		First Name		Middle Initial
Street Number	Street Name		Unit Number	PO Box
City/Town		Province		Postal Code
Home Telephone Number		Work Telephone Number	FAX Number	Cell Telephone Number
Email Address				

Private Career College Name – PLEASE PRINT				
Street Number		Street Name		Unit Number
City/Town		Province		Postal Code
Program Name		Start Date (yyyy/mm/dd)	End Date (yyyy/mm/dd)	Total Fees Paid
				Total Fees

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

I want the private career college named in this form to do the following to resolve my complaint:
(If you need more space, either here or below, attach a separate sheet.)

Notice of Collection, Declaration and Consent to the Indirect Collection of Personal Information

The information you have provided on this form and in other communications related to this complaint will be used by the Ministry of Training, Colleges and Universities to review and attempt to resolve the disagreement between you and the school in order to determine whether the school is in compliance with the Act and the regulations. For these purposes, the Ministry may need to exchange relevant personal information you have provided on this form and in other communications related to this complaint with others who have knowledge of the issues in dispute.

If your complaint involves curriculum and/or a program that was supplied to the private career college by another association or body, your personal information may be exchanged with this body in order to address your complaint in the most efficient and transparent manner possible.

Do you agree that the Ministry may share this info with the other body? Yes No

Your relevant personal information is collected under the authority of s. 36(2) of O.Reg. 415/06 made under the *Private Career Colleges Act, 2005*. Questions about the collection of your personal information may be addressed to the Manager, Registration Unit, Private Career Colleges Branch, 900 Bay Street, 9th Floor, Mowat Block, Toronto ON, M7A 1L2, 416 314-0500. For more information about your rights under the *Private Career Colleges Act, 2005*, please visit the Ministry's website at <www.edu.gov.on.ca/eng/general/private.html>.

By signing this form,

- you declare the information you provide to be true and correct; and
- you consent to the Ministry's indirect collection of relevant personal information for the purposes described above.

Student Signature

Date

X