



## **Student Complaint Procedure**

### **Overview**

Bay College of Health Business and Technology is committed to the appropriate resolution of student conflict issues to the satisfaction of the student.

- The Student Complaint Procedure is designed to provide students with both an informal and formal process.
- The student has the right to present his/her situation.
- The student has the right to be accompanied, by an individual of his/her choice through all stages of the student complaint procedure.
- Students are encouraged to address any concerns. In addition, the student can ask the individual who accompanies him/her to present the case on his/her behalf.

### **Formal Complaint Procedure**

1. Form
  - a. In the case where a student is unable to achieve a satisfactory resolution using the informal direct discussion approach, the student may request that a more formal complaint procedure be launched.
  - b. To file a formal complaint, a student will need to complete and sign an original **Student Complaint Form** (sample attached), recording the concern and documenting the student's desired resolution.
  - c. The student must submit the original form and one signed copy to the School Administrator, who will co-sign the forms, return the original to the student and keep the copy in the student's academic file.



2. Meeting

- a. The Complaint Manager (contact information attached, see page 5 of 5) will arrange to **meet** with the student within two **(2) working days** of the date of the written complaint.
- b. The student may make **oral submissions** on the same day. Oral submission information will be recorded (written record) by the Complaint Manager on the student's original complaint form and a copy will be delivered/provided to the student. A copy will be filed in the student's file.
- c. If, as a result of that meeting, the student and the Complaint Manager 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 (written record) by the Complaint Manager on the student's original complaint form. If the student and the Complaint Manager can not reach a mutual agreement, the student may initiate an appeal (see Appeal Process on page 2 of 5).
- d. The original form must be co-signed by the student and the Complaint Manager. The original must be returned to the student and a copy must be filed in the student's academic file.

3. Implementing and Follow Up

- a. If the student and the Complaint Manager reach a mutually agreed to resolution in step 2 above then the plan must be implemented.
- b. The Complaint Manager must make a follow up phone call within **seven (7) working days** from the Complaint Manager's decision date to ensure the resolution plan satisfactorily resolves the concern.

4. Closing the concern

- a. Upon mutually satisfactory resolution of the student concern, the Complaint Manager will meet briefly with the student to close the concern and record in the original Student Complaint Form a confirmation that the concern has been satisfactorily resolved.
- b. The student and the Complaint Manager will sign the declaration at the bottom of the form. The original form will be given back to the student and a copy will be filed in the student's academic file.
- c. A second copy will be filed in the Campus Student Complaint Binder and kept for **3 years**.



## Appeal Process

1. Appeal Form
  - a. 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**.
  - b. The student must complete, sign and submit the original **Student Complaint Form** setting out the reasons why the formal procedure resolution was unsatisfactory.
  - c. The student will again keep the original form and a copy will be submitted to the School Administrator.
  - d. The student must submit the request for a Review/Appeal form (attached, see Student Complaint Form page 6 of 7) no later than **7 working days** from the Complaint Manager's decision date.
2. Appeal
  - a. The School Administrator will notify the School Manager to investigate the student's concern and meet with the student within **two (2) working days** of the request for a review to discuss resolution.
  - b. The student may provide **oral submission** to the School Manager during the meeting. Oral submission information will be recorded (written record) by the School Manager on the student's original complaint form.
3. Appeal Decision
  - a. The School Manager will report to the student by completing and signing the Student Complaint form within **seven (7) working days** of the conclusion of its resolution investigation process.
  - b. The written report will include a summary of the investigation findings and the School Manager's complaint resolution decision including the reasons for arriving at that decision.
4. Files
  - a. The student will be given the original signed copy of the student complaint form.
  - b. 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 School Student Complaint Binder, where it will remain for a minimum period of **three (3) years**.



### **After the Appeal Process**

1. If the student is not satisfied with the School'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.

### **Superintendent of Private Career Colleges (PCC) Contact information:**

Superintendent of Private Career Colleges  
Ministry of Training, Colleges and Universities  
Private Career Colleges Branch  
77 Wellesley St. W. PO Box 997  
Toronto, ON M7A 1N3  
Tel: (416) 314-0500  
Toll Free: 1-866-330-3395  
Email: [pcc@ontario.ca](mailto:pcc@ontario.ca)

*This form is to be used by students to request the initiation of the School's formal complaint procedure or to request a review (appeal) of a formal resolution plan that the student deems unsatisfactory.*

*This form is used by the school staff to record (in writing) the results of the formal complaint procedure and the review process.*

*If a student is not satisfied with the school's decision after working through the formal complaint procedure and any subsequent review process, he/she can ultimately file a complaint with the Superintendent of private career colleges, provided that the student is attending a vocational program approved under the Private Career Colleges Act, 2005.*



## Part 1 – Request to Initiate the Formal Complaint Process

In conjunction with this policy, the school will have to ensure that students receive and are aware of its code of conduct, its academic policy, and its attendance policy. (Please refer to Student Handbook)

- (1) The student complaint procedure required under section 31 of the PCC Act shall include,
  - (a) a requirement that a complaint be made in writing;
  - (b) the person or persons, identified by position, who will decide whether to dismiss the complaint or make a recommendation as to any further action in relation to the complaint;
  - (c) the process to be followed by the private career college in dealing with the complaint which shall include,
    - (i) giving the student making the complaint an opportunity to make oral submissions,
    - (ii) allowing the student to have a person present with the student at all stages of the proceedings, and
    - (iii) the right of the student to have the person referred to in subclause (ii) make the oral submissions on his or her behalf;
  - (d) a description of the manner in which complaints, submissions and decisions will be recorded;
  - (e) a maximum length of time that may elapse between the date the complaint is submitted and the date a decision is issued by the school ;
  - (f) a requirement that the decision be delivered to the student in writing and include reasons;
  - (g) a procedure for reviewing a decision;
  - (h) a requirement that the school 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
  - (i) a requirement that the school provide the student who makes a complaint with a copy of the record referred to in clause (h).
- (2) If a student is not satisfied with a private career college's resolution of his or her complaint in accordance with the procedure set out in subsection (1), the student may refer the matter to the Superintendent and shall include in his or her application to the Superintendent a copy of the record referred to in clause (1) (h).



# Bay College

of Health, Business and Technology

Pursuant to clause 36 (1) (b) of O. Reg. 415/06 the colleges student complaint procedure must provide the person or persons, identified by position, who will decide whether to dismiss the complaint or make a recommendation as to any further action in relation to the complaint.

**Contacts:**

School Administrator:

**Julia Tan**

Bay College of of Health Business and Technology  
245 Fairview Mall Drive  
7<sup>th</sup> Floor, Suite 723  
Toronto, Ontario  
Canada M2J 4T1  
Tel: 416-800-8281  
Fax : 416-499-9223  
Email: [juliat@BayC.ca](mailto:juliat@BayC.ca)

Complaint Manager

**Richard Pang**

Bay College of of Health Business and Technology  
245 Fairview Mall Drive  
7<sup>th</sup> Floor, Suite 723  
Toronto, Ontario  
Canada M2J 4T1  
Tel: 416-800-8281  
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Email: [richardp@BayC.ca](mailto:richardp@BayC.ca)

School Faculty:

**Bei Wu**

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School Manager:

**Winston Tom**

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