



STUDENT COMPLAINT PROCEDURE GUIDE AND CONTRACT

NETC
101-147 McIntyre St W
North Bay ON P1B 2Y5

IN COMPLIANCE TO THE PRIVATE CAREER COLLEGE ACT, 2005

NETC complies with O. Reg. 415/06 Section 36 as outlined in this Student Complaint Procedure Guide and Contract.

Student Complaint Procedures Overview

NETC is committed to the prompt and equitable resolution of student conflict issues to the satisfaction of both the student and the College. The Student Complaint Procedure Guide and Contract is designed to provide a student with both an informal and formal process whereby a student may request the review and resolution of a concern if satisfactory resolution has not been reached by way of an informal process between staff and student which, in most cases, result in immediate resolution.

Informal Complaint Process

Students are encouraged to address any concerns immediately through an informal process and should not let a minor problem develop into a major one. Students are encouraged to first speak directly with their respective instructors to resolve any concerns or complaints they may have. Failing the successful resolution, students may select to speak informally to the administrator, Larry Stewart, to resolve their concern or complaint.

A requirement that a student formal complaint must be in writing

To initiate a formal complaint, a student must complete and submit the required form and this procedure will be used to request the initiation of the College's formal complaint procedure or to request a review (appeal) of a formal resolution plan that the student deems unsatisfactory. The form is also to be used by the College to record the results of the formal complaint procedure and the review process (if applicable) and written documentation.

The process to be followed by the Private Career College in dealing with a complaint

In the case where a student is unable to achieve a satisfactory resolution using the informal direct discussion process recommended above, the student can request a more formal complaint approach documenting their complaint in writing. To do so, a student must complete and sign an original Student Complaint Form, recording his or her concern and documenting the student's desired resolution. The student must submit the original form and one signed copy to the campus administrator, Larry Stewart. The campus administrator, Larry Stewart, will acknowledge receipt of the form, copy the complaint form, place a copy in the student's file and return the original copy to the student.

NETC will provide the student submitting a complaint an opportunity to make oral submissions; allows the student to have a person present with the student at all stages of the proceedings and will provide the student with the right to have the person (36 c (11)) present on his or her behalf.

NETC will utilize the completed Student Complaint Form to assess the manner of the written complaint. It is the role of the College administrator, Larry Stewart, to action the initial written complaint.

All initial complaints will be acknowledged and addressed within **two (2) business days** of receipt of the written complaint. The administrator will set up a one-to-one meeting with the student to review their complaint within the two (2) business day timeline.



STUDENT COMPLAINT PROCEDURE GUIDE AND CONTRACT

NETC
101-147 McIntyre St W
North Bay ON P1B 2Y5

A description of the manner in which complaints, submissions and decisions will be recorded

The Student Complaint Form will also serve as the recording place for notes and discussion points that take place in regards to the complaint.

- Part A of the Student Complaint Form is to be completed by the Student and provides fields to document personal information, nature of the complaint, what the student would like the College to do to resolve the complaint, if the student has tried to resolve the complaint informally and if so, the process the student used, the documentation the student has in support of their complaint.
- If the student and the campus administrator, Larry Stewart, and the College staff member reach a mutually agreed to resolution, then a plan must be implemented and the campus administrator, Larry Stewart, must follow up to ensure the resolution plan satisfactorily resolves the concern.
- Upon mutually satisfactory resolution of the student concern, the campus administrator, Larry Stewart, will meet briefly with the student to close the concern and record in Part B of the Student Complaint Form.
 - Part B of the Student Complaint Form is to be completed by the College staff and provides fields to document the formal procedure resolution and follow up to record any decision made when meeting with the student and College staff member, the reasons for that decision and a description of the complaint resolution plan that will be implemented and monitored. The form also provides acknowledgement signatures for both the student and College staff member and a space for closure of student's complaint and outcome that is signed by both the student and the College staff member.
 - 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 that will be kept for a period of three years.

The maximum length of time that may elapse between the date of the complaint submitted and the date a decision is made by the college

The process of a student complaint will vary depending on the action steps required. While an informal complaint could resolve itself within the same day, the formal approach may vary from **2 – 4 days** depending on the review and action steps required to resolve and close the complaint file. The maximum length of time for the entire process will be **six business days**.

- Informal – one business day; immediate action through discussion
- Formal – two business days to review, action with a meeting with the student, resolve and close the complaint file
- Additional Review Process where an appeal may need to take place (if the complaint cannot be resolved within two business days) – **three to four business days** to review, action, resolve and close complaint file

A requirement that the decision be delivered to the student in writing and including reasons for the decision

All students will receive the decision outcome of their complaint in writing along with the rationale and reasons for the decision. Students will also receive the original copy in which they made their complaint complete with all documentation and signatures.



STUDENT COMPLAINT PROCEDURE GUIDE AND CONTRACT

NETC
101-147 McIntyre St W
North Bay ON P1B 2Y5

A procedure for reviewing a decision

Where a student concern has arisen that could not be resolved to the student's satisfaction through the formal procedures outlined above in this document, the student may initiate an appeal. The student must complete and sign Part C of the Student Complaint Form recording the reasons why the formal procedure resolution was unsatisfactory. The student will retain the original form and a copy will be submitted to the campus administrator, Larry Stewart.

- Part C of the Student Complaint Form provides an area for students to request a review of the decision process that is documented in Part B and to describe why the complaint resolution plan resulting from the formal procedure in Part B was unsatisfactory.
 - If a student elects to complete Part C, one further attempt will be made to resolve the student complaint with the form documented accordingly.

The campus administrator, Larry Stewart, will form a Student Complaint Committee to investigate the student's concern and will meet with the student within two business days of the request for a review to discuss the resolution. The Committee will consist of a minimum of three people including a staff educator who has not previously been involved with the initial complaint or the review process, a student representative and the campus administrator, Larry Stewart.

- Part D of the Student Complaint Form provides an area for the Committee to report to the student by completing and signing the form within **three business days** of the conclusion of its resolution investigation process. The written report will include a summary of the investigation finding and the Committee's complaint resolution decision including the reasons for arriving at that decision. The student will be given the original signed copy of the Student Complaint Form. A copy of the 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 years**. The campus administrator, Larry Stewart, will maintain this binder on site for possible annual inspection.

A requirement that the college 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

NETC will maintain a record of every student complaint at the location where the complaint originated for a period of at least three years from the date of the decision, including a copy of the student complaint, and submissions filed and the decision.

A requirement that the college provide the student who makes a complaint with a copy of the record

Students of NETC will be provided with the original copy of the complaint, any submissions filed and the decision made.

A confirmation if a student is not satisfied with the College's resolution of his or her complaint in accordance with the procedures set out in the regulation, the student may refer the matter to the Superintendent

If a student is not satisfied with the College's decision after the review process, he or she can file a complaint with the Superintendent of Private Career Colleges provided the student is attending a program approved under the Private Career College Act, 2005.



STUDENT COMPLAINT PROCEDURE GUIDE AND CONTRACT

NETC
101-147 McIntyre St W
North Bay ON P1B 2Y5

Students can complete the Student Complaint Form provided by the College, or they may visit the Ontario Ministry of Training, Colleges and Universities website to complete the form provided by visiting this URL address:

[http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/GetFileAttach/022-58-1399E~2/\\$File/58-1399E_2012.pdf](http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/GetFileAttach/022-58-1399E~2/$File/58-1399E_2012.pdf)

Students may also reach the Ministry via Mail:

Superintendent, Private Career Colleges
Private Career Colleges Branch, Ministry of Advanced Education and Skills Development
977-77 Wellesley Street West, Toronto, ON M7A 1N3

A confirmation of any changes made in the procedures will be filed with the Superintendent

NETC will file any changes to the Student Complaint Procedure Guide and Contract with the Superintendent for approval.



STUDENT COMPLAINT FORM

NETC
101-147 McIntyre St W
North Bay ON P1B 2Y5

This Complaint Form is to be used by students to request the initiation of the College's formal complaint procedure or to request a review (appeal) of a formal resolution plan that the student deems unsatisfactory. The Form is also to be used by College staff to record the results of the formal complaint procedure and the review process (if applicable).

If you are not satisfied with the College's decision after working through the formal complaint procedure and any subsequent review process, he or she file a complaint with the Superintendent of Private Career Colleges, provided that the student is attending a program approved under the *Private Career Colleges Acts, 2005*.

SECTION 1 - REQUEST TO INITIATE THE FORMAL COMPLAINT PROCESS

Instructions

- Before submitting this Form to the school administrator, be sure that every question has been answered.
- You will be contacted if the College requires any additional information, so please make certain that your contact information is correct.

Once Part A has been completed, please make sure that you sign the declaration in Part A and then submit an original and copy of this Form to the campus administrator, Larry Stewart, who will co-sign both copies, return the original to you, and keep a copy for your academic file.

Part A (to be completed by the student)

Student Information			
Last Name:	First Name:	<input type="checkbox"/> Mr.	<input type="checkbox"/> Miss
		<input type="checkbox"/> Mrs.	<input type="checkbox"/> Ms.
Mailing Address:			
City:	Province:	Postal Code:	
Phone (home):		Phone (Mobile/Alternate):	
Email:			

Nature of Complaint
What is your complaint with the College? (If you require more space, attach a separate sheet.)



STUDENT COMPLAINT FORM

NETC
101-147 McIntyre St W
North Bay ON P1B 2Y5

What do you want the college to do to resolve your complaint? If you require more space, attach a separate sheet.

Have you tried to resolve your concern informally and directly with the person(s) involved? Please explain:

Do you have any documentation in support of your complaint that you want to submit to the college? If so, please itemize them below and attach them to this form.

--



STUDENT COMPLAINT FORM

NETC
101-147 McIntyre St W
North Bay ON P1B 2Y5

By signing this form, I, _____, declare the information provided by me in Part A to be true and correct.

Signature of Student: _____

Date: _____

By signing this form, I certify that I have received a copy of this form on behalf of NETC.

Signature of College

Administrator/Owner: _____

Date: _____

Part B (to be completed college staff)

Formal Procedure Resolution and Follow Up

Record here any decision that resulted from the formal process meeting between the student and the college staff member, the reason for that decision, and a description of the complaint resolution plan that will be implemented and monitored.

I/We, (student name), _____, and (college staff name) _____ declare that we have agreed to implement and monitor the resolution plan described above.

Signature of Student: _____

Date: _____

Signature of College

Administrator/Owner: _____

Date: _____

Closure of Student's Complaint and Mutually Satisfactory Outcome



STUDENT COMPLAINT FORM

NETC
101-147 McIntyre St W
North Bay ON P1B 2Y5

This part is to be signed by both the student and the College staff representative when a mutually satisfactory resolution has been achieved.

I/We, (student name) _____ and (college staff name) _____ declare that the resolution described in Section 1 has worked to our mutual satisfaction and agree to close this complaint.

Signature of Student: _____ **Date:** _____

Signature of College Administrator/Owner: _____ **Date:** _____

SECTION 2: REQUEST TO REVIEW THE FORMAL PROCEDURE RESOLUTION OUTLINED IN PART B

Part C (to be completed by the student when requesting a review)

Describe the reasons why the complaint resolution plan resulting from the formal procedure from Part B above was unsatisfactory.

Signature of Student: _____ **Date:** _____



STUDENT COMPLAINT FORM

NETC
101-147 McIntyre St W
North Bay ON P1B 2Y5

SECTION 3: OUTCOME OF REVIEW INITIATED IN PART C

Part D (to be completed by the authorized member of the Student Complaint Committee)

Describe the summary of the investigation findings.

Describe the resolution decision by the committee including the reasons for arriving at that decision.

Signature of Student: _____ **Date:** _____

Signature of College Administrator/Owner: _____ **Date:** _____