

Student Complaint Form

This 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 a student is not satisfied with the college'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 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 (college to modify this title as appropriate), 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 the original and copy of this form to the (college to fill in title of appropriate up line staff person), who will co-sign both copies, return the original to you, and keep the copy for your academic file.

Part A (to be completed by the student):

i. Personal Information

Student name			
Last name		First name	
Street address (number and street name)			Unit/Suite
City/Town	Province	Country	Postal code
Home telephone number	Work telephone number	FAX number	Cell phone number
E-mail address			

ii. Nature of Complaint:

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

What do you want the college to do to resolve your complaint? (If you need more space, either here or below, 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

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

Student Signature

Date (dd/mm/yyyy)

By signing this form, I certify that I have received a copy of this form on behalf of (insert College name here)

College Staff Signature

Date (dd/mm/yyyy)

Part B (to be completed by college staff):

i. 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.

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

Student Signature

Date

College Staff Signature

Date

ii. Closure of Student's Complaint and Mutually Satisfactory Outcome:

This part 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 (i) above has worked to our mutual satisfaction and agree to close this complaint,

Student Signature

Date

College Staff Signature

Date

Section 2: Request to Review the Formal Procedure Resolution Outlined in Part B above.

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.

Student's Signature

Date