

Complaints Policy and Procedure

Students Complaint Procedure

(Adopted from the Ontario Association of Career Colleges Policy Guide)

1. Scope of the Complaints Procedure

Applies to all of TSoM's programs.

- 1.1 Toronto School of Management is committed to delivering a high quality of service and encourages its students to communicate with it when there is cause for concern or room for improvement.
- 1.2 Toronto School of Management describes a complaint as an expression of dissatisfaction with any service or lack of service provided by it.
- 1.3 Toronto School of Management believes it is important that its students are able to express dissatisfaction.
- 1.4 Through the 'Feedback and Complaints Procedure' Toronto School of Management seeks to provide an accessible, fair and straightforward system which enables students to raise concerns and which ensures an effective, timely and appropriate response.

2. General Guidelines

Records of Complaints will be maintained at the location where they originated for a period of at least three years.

3. Complaint Procedure

3.1 Step 1.

The student will request a meeting with the Instructor responsible for the course to discuss the complaint verbally. If not resolved at this level, the student will proceed to Step 2.

3.2 Step 2.

The student will submit a completed written complaint to the Student Services Manager in person or by using the following contact information:

Student Services Manager - StudentComplaint@TorontoSoM.ca

416-800-2204 - Suite 300, 22 College Street, Toronto, Ontario M5G 1K2

The Student Services Manager will arrange a meeting with the student within 7 days of receipt of 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 another person make the oral presentation on his/her behalf. This meeting will have minutes taken.

The Student Services Manager will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 7 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and the minutes of meetings held.

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

3.3 Step 3.

The student will submit a completed written complaint to the College's President in person or by using the contact information:

Ehsan Safdari - Ehsan.Safdari@TorontoSoM.ca

416-800-2204 - Suite 300, 22 College Street, Toronto, Ontario M5G 1K2

The College's President will arrange a meeting with the student within 7 days of receipt of the written complaint (which should include the Student Services Manager's response with recommended solutions and the student's objections or comments regarding these solutions).

The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. This meeting will have minutes taken.

The College's President will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 7 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and the minutes of meetings held.

If not resolved at this level, the student may submit a student complaint to the:

Superintendent of Private Career Colleges
Ministry of Colleges and Universities
77 Wellesley Street West, Box 977, Toronto, Ontario M7A 1N3

A student complaint form for submission to the Ministry of Colleges and Universities can be found at www.forms.ssb.gov.on.ca

If you are not satisfied with the resolution of your complaint, you may submit your complaint to the Superintendent of Private Career Colleges through PARIS, the new automated system. First, please go to this website: <https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/login.xhtml>

A guide for creating a student user account is available at the following URL:
<http://www.tcu.gov.on.ca/pepg/audiences/pcc/paris-enrolment-guide-for-new-users.pdf>

If you have exhausted both your learning provider's complaints process and ACCA's, you can escalate to the appropriate regulator, details of which can be found on the ACCA website at the following link:
<https://www.accaglobal.com/gb/en/footer/toolbar/contact-us/connect/unhappy.html>

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