

Complaints Policy

Policy ID: TBD

Approved by: Compliance

Executive(s) Responsible: Vice President, Operations & Infrastructure

Administrator(s) Responsible: Student Services

Revision Date: January 3rd, 2024

Effective Date: January 3rd, 2024

Next Review Date: May 12th, 2024

Background & Scope

Toronto School of Management is committed to delivering high quality service and encourages its students to communicate when there is cause for concern or room for improvement. TSoM defines a complaint as an expression of dissatisfaction with any TSoM service or lack thereof. We believe in the importance of students being able to express dissatisfaction.

Purpose of the Policy

This policy is to serve as a guide in TSoM's provision of an accessible, fair, and straightforward system which enables students to raise concerns and ensures an effective and appropriate response within two business days.

Policy Statement

This policy applies to all complaints raised by enrolled students except those involving bullying, harassment, or sexual violence. For more information, see TSoM's Bullying, Harassment, and Sexual Violence Policy.

Students are permitted to have a person present at all stages of proceedings as well as to have this additional person speak on his/her behalf.

Questions/concerns regarding immigration are to be directed to an RCIC or an immigration lawyer.

1. Complaint Procedure

Students have 15 calendar days from when the incident occurred to initiate the complaint process.

- 1.1 Step 1:** If the complaint pertains to a course in their program of study, the student will submit a written complaint to Academics and arrange a meeting to discuss the complaint verbally. This applies to registered programs recognized as being protected under the Private Career Colleges Act (2005) and under Languages Canada.

After the meeting, Academics will provide a written response outlining the discussion and any proposed and/or agreed upon solutions within seven business days of the meeting. The response will include a decision statement with the reasons on which the decision is based.

If it is not resolved at this level, the student will proceed to step two.

- 1.2 Step 2:** The student will submit a written complaint to Student Services in person or to the following e-mail address: StudentComplaint@TorontoSoM.ca.

Student Services will arrange a meeting with the student within seven business days of receipt. The student will have the opportunity to make an oral presentation of the complaint. The meeting will have minutes taken or, with the student's consent, be recorded.

Student Services will review the instructor's decision, reason(s), and all communication and documentation submitted with the complaint. Student Services may reinterview the student with additional questions and interview all others involved in the complainant's situation. In addition to Student Services, members of the Academics, Compliance, and Leadership teams may be consulted in the review and/or decision-making process.

Student Services will provide a written response to the student outlining the discussion and any proposed and/or agreed upon solutions within seven business days of the meeting. The response will include a decision statement with the reasons on which the decision is based and the meeting minutes/recording.

If the complaint remains unresolved and the student has new evidence to support the complaint, the student will proceed to step three.

- 1.3 Step 3:** The student will submit the complaint (in writing) and all communication pertaining to the complaint in writing to the Executive Director of Operations in person or to the following e-mail address: manny.bassi@guscancolleges.ca.

The Executive Director of Operations will arrange a meeting with the student within seven business days of receipt. However, if the Executive Director is unavailable/unable to do so, the Student Services Director will do so. The student will have the opportunity to make an oral presentation of the complaint. The meeting will have minutes taken or, with the student's consent, be recorded.

The Executive Director of Operations will review Academics and Student Services' decisions, reason(s), and all communication and documentation submitted with the complaint. The Executive Director of Operations may reinterview the student with additional questions and interview all others involved in the complainant's situation. Student Services, Academics, Compliance, other members of the Leadership teams may be consulted in the review and/or decision-making process.

The Executive Director of Operations will provide a written response to the student outlining the discussion and any proposed and/or agreed upon solution(s) within seven business days of the meeting. The response will include a decision statement with reasons on which the decision is based and the meeting minutes/recording.

If the complaint remains unresolved, the student may proceed to step four.

- Step 4:** The student may submit a written complaint to the Superintendent of Ontario Career Colleges using the Ministry's Program Approval and Registration Information System (PARIS), where the student will be asked to [create a student account](#).

Once the student has submitted his/her complaint and supporting documents, the Superintendent or a delegate will review them and contact the student via their PARIS account.

ACCA students may submit a written complaint to complaints@accglobal.com and seek more information [here](#).

EAP students may contact the Board of Directors of Languages Canada for resolution in accordance with the terms of the conditions of the [Dispute Resolution Policy for Languages Canada](#).

2. Record Keeping

2.1 TSoM will maintain a record of every complaint at the campus where the complaint originated for at least three years from the date of the decision(s) related to the complaint, which shall include a copy of the complaint, any documents/evidence submitted, meeting minutes/recordings, all communication pertaining to the complaint, the decisions, and the reasons on which the decisions are based.

2.2 A copy of the complete record of the complaint (as described in 2.1) will become part of the complainant's student file.

2.3 Records will be maintained for at least three years to a maximum of twenty-five years from the date a final decision was made with respect to the complaint.

2.4 TSoM will provide the complainant with a copy of the record referred to in 2.2.

2.5 TSoM may use complaint records for training/quality assurance purposes without the complainant's name, student number, or other personal information to maintain confidentiality. If applicable, any instructors/staff involved in the complaint will also have their names removed.

Related Legislation

- 1)** Ontario Career Colleges Act, 2005.

Related Policies

Policy Name	Policy Number
Bullying, Harassment, and Sexual Violence Policy	TBD
Student Code of Conduct	TBD
Student Rights and Responsibilities	TBD

Document History

Date	Approval/Review/Key Change(s)
January 2024	Revision of the student complaint submission process to the Ministry.
May 2023	Review and reformatting; addition of the Record Keeping section.