



Ontario School of Commerce and Technology

211 Watline Ave, Unit 205, Mississauga, ON L4Z 1P3

<https://osoca.ca>

Student Complaint Policy and Procedure

1. Scope and Purpose

This document set out the policy and procedure at the Ontario School of Commerce and Technology (hereafter referred to as “OSOCAT” or “the College”) for receiving, reviewing, and responding to student complaints in instances where no other appropriate policy and procedure address the concern of the grievated party. All the enrolled students, at OSOCAT, in any course or program by the College, and even the former students, when the alleged incident(s), has been occurred and warranted a complaint.

2. General Definitions of Complaint

Informal Resolution of Complaint: An initial step for a student to take in an effort to request a meeting with the employee responsible for the course to discuss the complaint.

Formal Resolution of Complaint: A student complaint not resolved to the satisfaction of the student in the informal resolution process may be escalated to the appropriate College administrator to further review and resolution.

3. Policy

- I. OSOCAT seeks continuous improvement in its delivery of teaching, learning, and service to its students and encourages its students to communicate with the College when there is cause for concern or situations calling for improvement.
- II. OSOCAT is committed to addressing student complaints in a prompt and fair manner.
- III. This policy and procedure do not address student complaints in instances where more appropriate College policy or procedure, grievance, or appeal process exists, including but not limited to:
 - a. Anti-Violence, Discrimination and Harassment Policy and Procedure;
 - b. Sexual Violence Policy and Procedure;
 - c. Grading Policy;
 - d. Tuition Refund Policy and Procedure;
 - e. Student Code of Conduct Policy and Procedure;
 - f. Employee Code of Conduct and Procedure; and
 - g. Whistleblower Policy and Procedure.
- IV. College employees are responsible for responding to student complaints in a professional and timely manner.
- V. Students are responsible for initiating each step of the student complaint procedure in accordance with the timelines stated in this policy and procedure.



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- VI. Students making a complaint should do so as soon as possible, but no later than 10 business days of the incident(s) giving rise to the concern.
- VII. OSOCAT's resolution processes will strive to address complaints in a manner that is fair to all parties.
- VIII. Confidentiality between the relevant parties will be maintained where possible, having regard for:
 - a. the circumstances giving rise to the incident(s);
 - b. privacy and data management requirements;
 - c. the need to share information in order to resolve concerns; and
 - d. the fact that confidentiality does not mean anonymity.
- IX. Initial student complaints will be submitted directly to and addressed by the affected employee, Faculty or department most closely responsible for the matter of concern.
- X. All student complaints shall be considered individually; group complaints are not permissible.
- XI. Students and witnesses will engage in the complaint process in good faith and can do so without fear of retaliation, sanction, or reprisal.
- XII. Student complaints deemed to be false, frivolous, vexatious, or made in bad faith will be addressed through the Student Conduct Policy and Procedure.

4. Procedure

I. Step 1– Informal Resolution of Complaint:

- a. The student will request a meeting with the employee responsible for the course to discuss the complaint. In communicating a complaint to the affected employee, students will state their concern clearly, preferably in writing. Students should retain a copy of their written complaints for future reference.
- b. An employee who receives a complaint will review it and seek clarification as needed. Complaints received about other employees will be referred to them, as appropriate.
- c. The student and the employee will explore ways to resolve the complaint(s) informally and document the resolution for action/distribution as appropriate.
- d. If the student and the employee are unable to resolve a concern, the student may choose to proceed to Step 2 – Formal Resolution of Complaint. OSOCAT employees will provide students who are seeking to pursue a formal complaint with the name and contact information for the relevant College administrator.

II. Step 2 – Formal Resolution of Complaint:

- a. Complaints not resolved to the satisfaction of the student in the informal resolution process may be escalated to the appropriate College administrator.
- b. The student will complete the College's Student Complaint Form and submit it to the relevant College administrator.



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- c. The relevant College administrator will review the student's complaint and seek clarification from the student, as needed.
- d. Within five (5) business days of receiving a complaint from a student, the relevant College administrator will initiate an investigation, which may include dialogue with appropriate employees or witnesses. The investigation will follow any method deemed appropriate. Relevant employees will have an opportunity to respond to the specific concerns raised in the complaint within five (5) business days of being notified of the investigation by the College administrator.
- e. As needed, the College administrator may escalate the complaint to the appropriate vice-presidential level for a decision or bring the employee(s) and student together to discuss the concern, clarify aspects of the complaint, and/or develop a resolution strategy. Students who do not engage in this step of the process when requested will have their complaints deemed abandoned.
- f. If the complaint is deemed to have merit, the College administrator will identify a resolution and advise the student and relevant employee(s) in writing of the outcome.
- g. If the complaint is deemed to lack merit, the College administrator will inform the student and relevant employee(s) in writing and provide a rationale for why no further action will be taken.
- h. If the complaint is deemed to be false, frivolous, vexatious, or made in bad faith, the College administrator will forward the investigation for review as a breach of the standards of student conduct.
- i. If the student's complaint is not resolved at this level, the student may submit a student complaint to: Superintendent of Private Career Colleges Ministry of Colleges and Universities, 77 Wellesley Street West, Box 977, Toronto, Ontario M7A 1N3
- j. If a student is not satisfied with the resolution of their complaint, the student may submit their 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>
- k. 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>

5. Reference

[Accessibility for Ontarians with Disabilities](#)
[Act Occupational Health and Safety Act](#)
[Ontario Human Rights Code](#)
[Personal Information Protection and Electronic Documents Act \(PIPEDA\), 2000](#)
[Ontario Career Colleges Act, 2005, S.O. 2005, c. 28, Sched. L](#)
[Ontario Career Colleges Act, 2005, - O. Reg. 415/06: GENERAL](#)
[Ontario Career Colleges Act, 2005, - O. Reg. 414/06: TRAINING COMPLETION](#)
[ASSURANCE FUND AND OTHER FINANCIAL MATTERS](#)

The development of this policy and procedure is defined and refined on the similar policies and procedures developed by Ontario Colleges of Applied Arts and Technology and Ontario registered career colleges.