

Candidate Complaint Procedure

Policy on Student Complaint Procedure

General Guidelines:

The Three-Year Program is committed to the fair treatment of its students, faculty, and supervisors and to an open and collaborative approach when dealing with student concerns. We will try to resolve complaints informally wherever possible while keeping in mind that formal resolution processes may be required to satisfactorily resolve the issue.

- All complaints must be in writing. Anonymous complaints will not be considered.
- Lodging a complaint will have no adverse consequences on the status of the complainant in their course or program of study.
- Student complaint policies and procedures apply to individual or group complaints.

Records of Complaints will be maintained at the location where they originated for the duration of the involved student's education.

Complaint Procedure:

Step 1

The student will request a meeting with the party involved to discuss the complaint verbally. Exceptions to this step will be considered on an individual basis.

If not resolved at this level, the student will proceed to Step 2.

Step 2

The student will submit their complaint in writing to the Program Committee.

The Program Committee 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 have another person make the oral presentation on their behalf. This meeting will be summarized in written minutes.

The Program Committee 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 may include a decision statement, together with the reasons on which the decision is based and minutes of meetings held.

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

Step 3

The student will submit a written appeal to the Ethics Committee and copy sent to the Program Committee and the Director of Administration, Suzanne Pearen

The Ethics Committee will arrange a meeting with the student within 14 days of receipt of the written appeal

The student will have an opportunity to make an oral presentation of the appeal at this meeting and to have another person present or have another person make the oral presentation on their behalf. This meeting will be summarized in written minutes.

The Ethics Committee will investigate the complaint and provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 14 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held.

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

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

A student complaint form for submission to the Superintendent can be found at:
<https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/register.xhtml>

Procedures for Handling a Complaint

Ethics Committee Process.

In considering the complaint, the Ethics Committee will act as follows:

- a) The Ethics Committee will conduct an initial assessment of a complaint. All records and identifying information will be held in strictest confidence. Correspondence should be secure and in writing. Electronic communications about the complaint shall not be employed to further ensure confidentiality.
- b) If the decision is that the complaint does not merit further investigation, the Committee (via the Chair) will communicate this decision to the complainant and the named individuals in the complaint, in writing.
- c) If the complaint is judged to warrant further investigation, the named individuals shall be provided a reasonable opportunity to respond.
- d) Relevant facts shall be gathered as expeditiously and cost-effectively as possible, within authorized budgetary limits. Specific questions or matters may be delegated to one or more fact-finders or subcommittees. The Committee may seek legal counsel if this is deemed to be necessary. In situations where the elements of the case are beyond the scope of the

Committee to investigate, the complainant may be informed that other agencies might better serve this purpose.

e) The Ethics Committee will meet to consider the assembled information to assess whether a hearing with the named member is required, or whether a decision can be rendered at this point.

f) If the Ethics Committee determines that a hearing is warranted, the named individuals and the complainant will be informed in writing. At least 30 days notice of a hearing must be given. The purpose of the hearing is to discuss the concerns of the Ethics Committee with the named member and to assist the Ethics Committee in coming to conclusions as to the disposition of the complaint.

The hearing panel will comprise at least three members of the Ethics Committee. The hearing panel will designate one member to chair the proceedings. In the event that a member of the hearing panel has a conflict of interest, the Chair of the Ethics Committee shall designate an alternate. A hearing may require more than one sitting.

g) If the named individual resigns after the initiation of the complaint process, the process will proceed to its completion.

Ethics Committee Action on a Complaint

4.5.1 Ethics Committee Recommendations.

Once the Ethics Committee has satisfied itself that all reasonable effort has been made to obtain the relevant facts regarding the case, it will deliberate the merits of the allegations. The following actions may be recommended to the Executive Committee following these deliberations:

a) Exoneration of Complaint

The individual is found not to have engaged in any unethical conduct. All records relating to the case shall be destroyed within 30 days of this finding.

b) Dismissal of Complaint without Prejudice

This decision allows for subsequent examination of the Complaint, when a decision cannot be made because of insufficient evidence.

c) A Caution

The individual may be Cautioned when there is sufficient concern by the Committee about their behavior.

d) Suspension

The individual is temporarily suspended from academic / clinical / administrative work for a specified period of time, pending resolution of any concerns that led to the complaint. It is the obligation of the Ethics Committee to re-examine annually all current cases of Suspension. The Community Clinic shall be notified in writing of any Suspensions.