



INSTITUTE OF MACHINE TOOL TECHNOLOGY

STUDENT COMPLAINT PROCEDURE

General Guidelines

It is the aim of the school to resolve conflicts in a timely, respectful manner and we urge the student address any concerns **immediately**. However, if a conflict cannot and/or does not resolve and a formal complaint is required to settle the issue(s), the following details the procedure for filing a complaint with the school.

At anytime please do not hesitate to contact the staff to discuss the process. Please do not let a conflict develop into a complaint, help us to help you!

All incidents will be documented and kept on file and a copy of the incident will be provided to the student.

All times during the formal procedure the students may wish to have another party present at the meetings with the school. At the meeting and/or during the complaint process the student's designate may present information (i.e. orally) on behalf of the student.

The student and/or director may decide that it is necessary for further meetings to take place during the complaint process. The student's designate may also be present and present on behalf of the student at any future meetings.

A copy of the student's complaint is placed in the student file and another is retained by the student

The information collected regarding the complaint process will be kept in the student file for a minimum of 3 (three) years.

Following the formal process, the student will be provided with a copy of the complaint, summary, any submissions and the decision

**Note: Additional information regarding complaints can also be found in the "Statement of Student Rights and Responsibilities" Manual given to the student with the Enrolment Contract and/or can be found on the www.serviceontario.ca website.*

Addressing Conflicts

Informal Process

Step 1: Discuss conflict with the party involved and attempt to resolve it directly.

If your concern is related to course work, we encourage you to discuss it with your instructor/party involved first.

Step 2: If a resolution is not achieved, at this level, the student should proceed with the formal process by filing a complaint with the school.

If a conflict cannot be resolved in the informal process then a formal complaint can be forwarded in writing to Complaint Review Board (CRB) for review, please see procedure below:

Formal Complaint

Contact Person: Marta Giedronowicz (Financial Controller)
Address: 3687 Nashua Drive B-C, Mississauga, ON L4V 1V5
Phone: 905-908 2355 Fax: 905-908 2336
Email Address: marta@imttcanada.com

Appeals

Contact Person: Rawle Boodoo (Campus Director)
Address: 3687 Nashua Drive B-C, Mississauga, ON, L4V 1V5
Phone: 905-908 2355 Fax: 905-908 2336
Email Address: rawle@imttcanada.com

Filing a Complaint

Formal Process

In the event that a conflict cannot be resolved at the individual level and the student elects to formalize the process the following is the process to file/resolve a complaint:

To file a ***formal complaint*** student must write a letter to the Complaint Review Board (CRB) which includes the following:

- Student Name
- Student Address
- Student Phone Number
- Student Email (if applicable)
- College Address
- Description of the Complaint
- Description of what has been done to resolve the complaint to date
- Details on what type of resolution the student would like
- Supporting Documentation (if applicable)

The complaint must be addressed to the Complaint Review Board, then dated and signed by the student and delivered to the CRB at the address indicated in this policy.

Complaint Process

Once a written request for a complaint review has been received the following details the review process:

The school's Complaint Review Board consists of the campus director, administrator and a school designate of the campus director/administrator.

Step 1: The school's Complaint Review Board will review and investigate the written complaint and any applicable documentation within 5 (five) business days of receipt.

Step 2: A confidential meeting will be arranged with the student. At this meeting the student will be given an opportunity to express (i.e. orally) the nature of the complaint and the issues that lead to the complaint being filed.

Step 3: During the complaint process all meetings will be recorded and a transcript and/or summary will be provided to the student. Further, all meeting transcripts/summaries and all documentation collected by and/or produced by the school related to the complaint process will be kept in a locked cabinet, accessed only by the director and essential trained staff.

Step 4: The director will render a decision regarding the complaint. The student will be notified of the decision, in writing, no later than ten (10) business days (this includes the 5-day discovery period from Step 1 above) from the date of receiving the original written complaint. The decision letter will detail the rationale for the decision and summary of findings.

Request for Review/Appeal Process

The student may initiate a request to review the decision related to the complaint. The school will make these documents available to the student to view in a private room on campus no later than 24 hours (business days) following the request.

If the student is still not satisfied with the decision rendered by the college, the student may elect to pursue the complaint process with the Superintendent of private career colleges, provided that the student is enrolled in a program approved as a vocational program under the PCCA 2005.

The student will complete a "Student Complaint Form" provided by the school or the form can be found on the www.serviceontario.ca website. The instructions on how and where to submit a complaint to the Ministry is found at the bottom of the Form.

*Note: The student must include copies of all related documents & correspondence with the application to the Superintendent