

## COMPLAINTS POLICY AND PROCEDURE

### Students Complaint Procedure

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

#### 1. Scope of the Complaints Procedure

Applies to all taught programs.

- 1.1. Toronto School of Management is committed to delivering a high quality of service and encourages its students to communicate to it where there is cause of concern and a case of 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 Service Manager in person or by using the following contact information:

**Student Service Manager**

[StudentComplaint@TorontoSoM.ca](mailto:StudentComplaint@TorontoSoM.ca)

416-800-2204

Suite 300, 22 College Street, Toronto, Ontario M5G 1K2

The Student Service 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 discussion will have minutes taken.

The Student Service 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 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 School's Director in person or by using the contact information:

**Ehsan Safdari**

[Ehsan.Safdari@TorontoSoM.ca](mailto:Ehsan.Safdari@TorontoSoM.ca)

416-800-2204

Suite 300, 22 College Street, Toronto, Ontario M5G 1K2

The School's Director will arrange a meeting with the student within 7 days of receipt of the written complaint (which should include the Student Service 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 School's Director 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 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 Training, Colleges and Universities  
77 Wellesley Street West, Box 977  
Toronto, Ontario M7A 1N3

A student complaint form for submission to the Superintendent can be found at [www.forms.ssb.gov.on.ca](http://www.forms.ssb.gov.on.ca)

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