

Student Complaint Procedure (Greystone College Toronto)

Purpose

Greystone College is committed to promptly and equitably resolving all student concerns to the satisfaction of both the student and the College. The purpose of the student complaint procedure is to give students access to both informal and formal channels through which they can request the review and resolution of a concern if a satisfactory outcome cannot be reached by way of daily problem-solving activities between staff and/or instructors, and students.

Scope

The student complaint procedure applies to Greystone College Toronto students who are currently enrolled or were enrolled 30 days prior to the submission of their complaint.

Procedure

Greystone College is committed to delivering a high quality of service and encourages its students to communicate with the College any time there is a cause for concern or room for improvement.

The College provides an accessible, fair and straightforward process through which students can raise their concerns and get an effective, timely and appropriate response.

1. General Guidelines

- a. The student complaint procedure is designed to provide students with both informal and formal channels to bring up concerns and complaints.
- b. All complaints must be in writing. However, the student will have an opportunity to communicate the complaint verbally.
- c. The student has the right to be accompanied by an individual of their choice through all stages of the complaint process. In addition, the student may ask the individual who accompanies them to communicate verbally on their behalf.
- d. The student complaint procedure applies to individual or group complaints.
- e. The College does not accept complaints submitted via social media channels as part of its complaint procedure.
- f. Anonymous complaints will not be considered.
- g. All complaints are confidential.
- h. All complaints must be filed within 30 days of the program completion.
- i. Filing a complaint will have no adverse consequences on the status of the complainant in their course or program of study.

When a concern arises, the student should first attempt to address it with the individual most directly involved, through an informal direct discussion. In the case where a student is unable to achieve a

satisfactory resolution using the informal direct discussion approach, the student may initiate a formal complaint process.

2. Formal Complaint

- a. To file a formal complaint, a student will need to submit it in writing to either the Student Services Manager or Program Manager, describing the nature of the concern, date and time of occurrence, facts surrounding the concern, the individual(s) involved and the desired solution.
- b. The Student Services Manager or Program Manager will arrange a meeting with the student within five (5) business days of receipt of the written complaint. This meeting will have minutes taken.
- c. Following the meeting with the student, the Student Services Manager or Program Manager will conduct whatever inquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. This may involve further discussion(s) with the student either individually or in the presence of the appropriate Greystone College personnel.
- d. The Student Services Manager or Program Manager will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within five (5) business days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and the minutes of meetings held.

3. Review Process

- a. If the complaint remains unresolved, the student may initiate an appeal within five (5) business days of being informed of the decision. The appeal must be submitted in writing to the Director, Greystone College Programs.
- b. The Director, Greystone College Programs will arrange a meeting with the student within five (5) business days of receipt of the written complaint (which should include the Student Services Manager's or Program Manager's response with recommended solutions and the student's objections or comments regarding these solutions). This meeting will have minutes taken.
- c. The Director, Greystone College Programs will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within five (5) business days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and the minutes of meetings held.

The College will maintain a record of every student complaint at the location where it originated for a period of at least three (3) years from the date of the decision, including a copy of the student's complaint, any submissions filed and the decision.

The College will also provide the student who makes a complaint with a copy of the record including a copy of the complaint, of any submission filed with respect to the complaint and of the decision.

Greystone College Toronto Contact Information

Student Services Manager:

Echo Box-Chavez
443 University Ave, 3rd Floor
Toronto, ON M5G 2H6
E-mail: Echo.BoxChavez@ilsc.com
Phone: (416) 323-1770

Program Manager:

Wendy Wells
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Phone: (416) 323-1770

Director, Greystone College Programs:

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Filing a Complaint with the Superintendent of Ontario Career Colleges

If the student is not satisfied with the complaint resolution after working through the formal complaint and any subsequent review process, he/she may refer the matter to the Superintendent of Ontario Career Colleges.

Under the *Ontario Career Colleges Act, 2005* and its regulations, the Superintendent of Ontario Career Colleges **can consider a student's complaint only after the student:**

- has followed the college's student complaint procedure
- has complained directly to the college
- is not satisfied with the outcome

If the student requests the Superintendent of Ontario Career Colleges to review the concern or complaint, he/she must submit it using the Ministry's [Program Approval and Registration Information System](#) (PARIS.) At the first visit, the student will be asked to [create a student account](#).

The complaint or concern can be tracked easily and addressed directly through the student's account. The student may also request a review of their complaint by email to pcc@ontario.ca.

Once the student submits the complaint and any supporting documents, the superintendent or a delegate will review the documents and advise on next steps.

This student complaint procedure is pursuant to O. Reg 415/06 section 36 of the Ontario Career Colleges Act, 2005. Every student will be provided with a copy of this procedure when they sign a contract with Greystone College.