



**Student Complaint Policy**

**Date: November 2020**

**Revision Date: January 2021**

**Approval:**

**Policy:**

Staff and students of Behaviorprise College are required to present themselves in a professional manner at all times whenever they are within the Premises of the college.

Despite other policies that are in place to ensure a comfortable, professional and respectful learning environment, there may be instances where a student feels they were treated unfairly by a peer or a College staff. If at any time a student feels treated unfairly or if a student has a complaint or a grievance in regards to a specific issue, the following steps must be followed.

**Procedure:**

1. In matters relating to student academics, the student will request a meeting with the instructor that is involved. If the student is not comfortable with meeting the Instructor, the student will request a meeting with the campus Administrator
2. If the issue is not resolved satisfactorily, then an email may be sent to [studentfeedback@behaviorprisecollege.com](mailto:studentfeedback@behaviorprisecollege.com)
3. The email should state what the issue(s) is/are and what steps were taken to resolve the issue(s).
4. The student will receive an acknowledgement from the campus Administrator within 48 hours and s/he will commence the process of addressing the concerns raised.
5. The student making the complaint has the right to make oral submissions, and this presentation can be made in the presence of another student or **any person** of the complainant's choice.
6. The person accompanying the complainant can in fact make oral submission on behalf of the complainant and is allowed to be present throughout the complaint process.
7. Oral complaints may be recorded on tape and a copy of the recording will be given to the student.
8. Every complaint must be attended to within twenty-four hours and in the event of a complicated complaint that might require witnesses, the maximum period for resolution shall not exceed 10 working days.
9. The decision of the Campus Administrator and the reasons and facts leading to the decision will be communicated in writing to the complainant.

10. The College will maintain a record of every student complaint at the location where it originated for a period of at least three years from the date of the decision, including a copy of the student complaint, any submission filed and decision taken.
11. The complainant (student) also keeps a copy of those documents.
12. If the complainant is not satisfied with the intervention of the Campus Administrator they can send the complaint to the President of the College, Mr. Lanre Duyile via [lanre@behaviorprisecollege.com](mailto:lanre@behaviorprisecollege.com)
13. If the student is also not satisfied with the decision of the College President, they have the right to file a complaint in writing to the Superintendent of Private Career Colleges using the Ministry's online automated system available (PARIS) at <https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/login.xhtml>. Please note that this system is only available to students attending a program approved under the Private Career Colleges Act, 2005.
14. You will need to register as a new PARIS user before you can use this service. A guide for creating student user account is available at <https://www.tcu.gov.on.ca/pepg/audiences/pcc/paris-enrolment-guide-for-new-users.pdf>
15. Once you are set up, an email will be sent to your email address with instructions to set up your password and complete your complaint and upload any supporting documents such as your student contract, written complaint to the college, the decision of the college that you are unsatisfied with and proof of tuition payment. Please note that you must complete the procedure laid down at our college before submitting a complaint on PARIS
16. After completing your complaint and uploading supporting documents, please remember to hit the submit button to finalize the process. A guide for submission can be found at <http://www.tcu.gov.on.ca/pepg/audiences/pcc/paris-reference-guide-for-students.pdf>
17. An Inspector from the Ministry will be in touch with you after your submission to discuss next steps

I, \_\_\_\_\_ acknowledge having received and reviewed the above Behaviorprise College Policy and understand the process.

.....  
**PRINT NAME IN FULL**

.....  
**SIGNATURE & DATE**