



## Student Complaint Procedure

### 1. Purpose

Acumen College of Business and Technology is committed to providing students with a fair, timely, and transparent process for addressing complaints. All students have the right to raise concerns and have those concerns reviewed in accordance with the procedures outlined below and the requirements of the Ontario Career Colleges Act, 2005.

### 2. General Guidelines

- 2.1. All student complaints must be submitted in writing.
- 2.2. All complaints will be handled confidentially in accordance with applicable privacy requirements.
- 2.3. The student complaint procedure outlined below must be followed before submitting a complaint to the Superintendent of Career Colleges.
- 2.4. A staff member who receives a verbal complaint will advise the student of the requirement to submit the complaint in writing and follow the official complaint procedure.
- 2.5. The Administrator may request copies of any written correspondence or responses from individuals previously contacted by the student as part of the complaint process.
- 2.6. Meetings and written responses will be arranged and provided in a timely, professional, and impartial manner. No complaint will be ignored.
- 2.7. Records of complaints will be maintained by the College in accordance with applicable record retention requirements, and the student will be **provided with copies of complaint records where required.**

### 3. Complaint Procedure



### Step 1 – Discussion with the Instructor

The student should first request a meeting with the instructor responsible for the course or matter giving rise to the complaint to attempt an informal resolution.

If the matter is not resolved at this level, the student may proceed to Step 2.

### Step 2 – Written Complaint to the Administrator

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Address: \_\_\_\_\_

Email/Phone: \_\_\_\_\_

The Administrator will acknowledge receipt of the complaint and arrange a meeting with the student within three (3) business days of receiving the written complaint.

The student may make an oral presentation at the meeting and may be accompanied by another person or have another person present the complaint on their behalf.

Minutes or written records of the meeting will be maintained.

The Administrator will provide a written decision to the student within seven (7) business days of the meeting.

If the complaint is not resolved to the student's satisfaction, the student may proceed to Step 3.

### Step 3 – Appeal to the President

Name: \_\_\_\_\_

Email: \_\_\_\_\_

The appeal should include the original complaint, the Administrator's response, supporting documentation, and the student's reasons for disagreeing with the decision.

The President will arrange a meeting with the student within four (4) business days of receiving the appeal.



The President will provide a written decision within five (5) business days of the meeting. The student will receive a copy of the final complaint record.

#### **4. Complaint to the Superintendent of Career Colleges**

If the student is not satisfied with the College's final decision, or if the College has failed to follow its complaint procedure, the student may submit a complaint to the Superintendent of Career Colleges through the Ministry's complaint process.

Students are generally expected to complete the College's internal complaint procedure before the Superintendent reviews the matter.

Supporting documentation may include:

- Student Contract
- Written complaint submitted to the College
- Correspondence exchanged during the complaint process
- Written decisions provided by the College
- Proof of tuition payment and other relevant documents

#### **5. Document Review**

This procedure will be reviewed periodically to ensure ongoing compliance with the Ontario Career Colleges Act, 2005 and applicable regulations. This policy was last reviewed and revised in June 2026.