



## General Overview

The College is committed to the prompt and equitable resolution of student conflict issues to the satisfaction of both the student and the College. The Student Complaint Procedure is designed to provide students with both an informal and formal process whereby a student may request the review and resolution of a concern if satisfactory resolution has not been reached by way of the daily problem-solving activities between staff and students which, in most cases, result in immediate resolution. The student has the right to present his/her case and be accompanied, at all times during the process, by an individual of his/her choice. In addition, the student can ask the individual who accompanies him/her to present the case on his/her behalf.

Students are encouraged to address any concerns immediately; please do not let a minor problem develop into a major one. Should you have any problems or concerns during your training period, we encourage you to discuss them promptly with the staff member directly involved. Should the resolution to your issue require further involvement, a meeting will be arranged with the campus Director David Buchanan, *as part of the college's formal complaint procedure.*

## Formal Complaint Procedure

1. In the case where a student is unable to achieve a satisfactory resolution using the informal direct discussion approach recommended above, the student can request that a more formal complaint procedure be launched. To do so, a student must complete and sign an original Student Complaint Form (*copy available in Student Guide binder*), recording his/her concern and documenting the student's desired resolution. The student must submit the original form and one signed copy to the campus Director David Buchanan, who will co-sign the forms in Part A, return the original to the student and keep the copy in the student's academic file.
2. The campus Director David Buchanan will arrange to meet with the student within two working days of the date of the written complaint. If, as a result of that meeting, the student and the campus Director David Buchanan decide to implement a mutually agreed to complaint resolution plan, then that decision, the reason for the decision, and a description of the resolution plan must be recorded by the campus Director David Buchanan in Part B on the student's original complaint form. The original form must be co-signed by the student and the staff member in subsection i) of Part B of the form. The original must be returned to the student and a copy must be filed in the student's academic file.
3. If the student and the campus Director David Buchanan reach a mutually agreed to resolution in step 2 above then the plan must be implemented

and the campus Director David Buchanan must follow up to ensure the resolution plan satisfactorily resolves the concern.

Upon mutually satisfactory resolution of the student concern, the campus Director David Buchanan will meet briefly with the student to close the concern and record in Part B of the original Student Complaint Form a confirmation that the concern has been satisfactorily resolved. The student and the campus Director David Buchanan will sign the declaration at the bottom of Part B. The original form will be given back to the student and a copy will be filed in the student's academic file. A second copy will be filed in the Campus Student Complaint Binder and kept for 3 years.

## Review Process

1. Where a student concern has arisen that could not be resolved to the student's satisfaction, through the formal procedure outlined above, the student may initiate an appeal. The student must complete and sign Part C (Request for a Review) of the original Student Complaint Form setting out the reasons why the formal procedure resolution was unsatisfactory. The student will again keep the original form and a copy will be submitted to the college Administrator.
2. The college Administrator will form a Student Complaint Committee to investigate the student's concern and meet with the student within two (2) working days of the request for a review to discuss resolution. The committee will consist of a minimum of 3 people including a staff member from the academics department, a student representative and the campus administrator.
3. The Committee will report to the student by completing and signing Part D of the Student Complaint form within five (5) days of the conclusion of its resolution investigation process. The written report will include a summary of the investigation findings and the committee's complaint resolution decision including the reasons for arriving at that decision.
4. The student will be given the original signed copy of the student complaint form. A copy of the student complaint form will be retained in the student's academic file and a second copy will be placed in the Campus Student Complaint Binder, where it will remain for a minimum period of three (3) years.
5. The Campus Administrator will maintain this binder on site for possible annual inspection.
6. If the student is not satisfied with the college's decision after the review process, he/she can file a complaint with the Superintendent of private career colleges, provided the student is attending a program approved under the Private Career Colleges Act, 2005.



## Student Expulsion Policy Guide

The Culinary Arts School of Ontario o/a CHEF SCHOOL is committed to taking all reasonable steps to ensure the students have the opportunity to successfully complete their programs. The Culinary Arts School of Ontario has a commitment to ensure that within this general framework that all students are treated fairly and equitably. Students who do not support the academic and ethical goals of The Culinary Arts School of Ontario for themselves and their fellow students may be subject to penalties, up to and including expulsion.

In general, The Culinary Arts School of Ontario will attempt to resolve a situation without expulsion. Verbal warning, written warnings and suspension may precede this final and most serious of actions. Where The Culinary Arts School of Ontario deems the integrity, safety or well being of the College, students, staff, clients, visitors and other guests is in danger then expulsion may be applied at the College's discretion at any point in the process.

In conjunction with this policy, the college will have to ensure that students receive and are aware of its code of conduct, its academic policy, and its attendance policy as outlined in 'Student Reference Guide' during orientation.

The following outlines the conditions under which a student may be expelled with cause:

Academic Dishonesty – students may be subject to expulsion at the discretion of the College for academic dishonesty. Academic dishonesty is any word, action or deed performed alone, or with others for the direct or indirect intention of providing an unfair advantage or benefit to self or other student(s) including:

- a. cheating
- b. plagiarism
- c. unapproved collaboration
- d. alteration of records
- e. bribery
- f. lying
- g. misrepresentations

Outstanding Fees – failure to pay overdue accounts owing to the college within the specified period may be grounds for expulsion after a written warning has been given.

Code of Conduct - all students are required to adhere to the College's published code of conduct. Where the violations do not have the potential to result in physical harm to persons or property the College may expel a student who has received suspension for failure to comply and has since violated any of the terms of the College's code of conduct. Students who are found under the influence of drugs and/or alcohol or carrying weapons will be subject to immediate expulsion.

Significant Omissions or Errors in Admissions Documentation – The Culinary Arts School of Ontario has a responsibility to ensure students have been admitted in accordance with the registration requirements for the program. Students who knowingly misrepresent their applications are subject to immediate expulsion.

Academic Failure – students who fail to achieve the required academic standing in their programs may be expelled from the program. The Culinary Arts School of Ontario may at its discretion offer alternatives to a student and these are outlined in the academic policies for the program of study.

Attendance – students who do not achieve the required attendance as stated in school policy are subject to expulsion.

Harassment or Discrimination – The Culinary Arts School of Ontario does not condone harassment or discrimination of any student, staff, client or visitor to school premises. Students participating in harassing or discriminatory activities that are racial, sexual, or pertaining to sexual orientation in nature may be subject to immediate suspension depending on the severity of the activity and pending investigation.

Any student, who is deemed by the investigation to have engaged in severe harassing or discriminatory activities, may be expelled at the discretion of the college, depending on the severity of the activity.

Racial harassment means bothering, threatening, or treating someone unfairly because of their race, colour, ancestry, birthplace, religious belief, ethnic background, citizenship, or language.

Sexual harassment means bothering someone by saying or doing unwanted or unwelcome things of a sexual or gender-related nature including touching inappropriately, making offensive jokes about women and men, making sexual suggestions or requests, staring at or making unwelcome comments about one's body, displaying sexually offensive pictures, or being verbally abusive because of one's gender.

Sexual orientation harassment means treating someone unequally because they are gay, lesbian, heterosexual, bisexual, or living in a same-sex relationship. This could include making a hurtful comment or action to an individual that is known or ought to be known to be unwelcome, making Homophobic jokes or hints about a person's sexual orientation or same-sex partnership status, or displaying of disrespectful signs, caricatures, cartoons or graffiti.

In determining what constitutes harassment or discrimination, The Culinary Arts School of Ontario to The Ontario Human Rights Code. Students requiring more specific information may refer to the specific code as posted on the Provincial web site (<http://www.ohrc.on.ca/english/code/index.shtml>).

Misuse of College Property – College property is for the provision of College services. Students who damage, misuse, steal or

otherwise use the property in a way that is prohibited may be expelled and required to make restitution.

Endangerment of Staff or Students – The Culinary Arts School of Ontario is committed to the right of all College staff, students, clients and visitors to be safe. Students who by action or neglect in any way endanger the safety of themselves or others may be expelled.

Prior to expulsion, depending on the severity and nature of the situation, the College may take intermediate steps at its discretion including:

- a. verbal warning
- b. written warning
- c. suspension
- d. expulsion

### Notification:

Students who are subject to expulsion for any reason will be notified in writing, either hand delivered or by registered mail with return receipt. The Culinary Arts School of Ontario is not responsible for non-delivery by registered mail if the student has not provided a valid home address where the student currently resides.

The notification will contain a description of the basis for expulsion and the effective date. Expelled students who dispute the facts of the expulsion and wish to appeal must appeal the decision in writing within one week of the notification by following the college's student complaint procedure provided to the student and by providing sufficient proof to support the complaint.

A Student whose expulsion is upheld after having followed the college's student complaint and appeal procedure, may file a further appeal through the Complaints process of the Ministry of Training, Colleges and Universities, provided the students are attending a program approved under the Private Career Colleges Act, 2005.

If a student's appeal is successful and he/she is eventually reinstated as part of the internal college or Ministry appeal processes, than the college will arrange for the student to make up the training time that he/she had missed since the date of expulsion specified in the written notification.

### Fees

Settlement of student's accounts, for students that have been expelled, will be completed under the College's Fee Refund Policy, using the effective date of expulsion as the final day of attendance in their program of study.

### Return of Property

A student who is expelled is responsible for the return of any College property in his/her own possession within 10 days of the expulsion and will be held financially responsible for any property not returned in good condition or as outlined in the student contract.