STUDENT COMPLAINT POLICY

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 Policy provides students with both an informal and formal process whereby a student may request the review of a concern if a resolution has not been reached through daily problem-solving activities between staff and students which, in most cases, results 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 your Chef Instructor. Should the resolution to your issue require further involvement, a meeting will be arranged with the Campus Director Kasha Buchanan, *as part of the college's formal complaint procedure.*

Formal Complaint Procedure

1. If a student is unable to achieve a satisfactory resolution using the informal direct-discussion approach recommended above, the student can request that a formal complaint be launched. **Such statements must be submitted in writing.** To do so, a student must complete and sign an original Student Complaint Form 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 Kasha 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 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 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 Kasha Buchanan in Part B on the student's original complaint form. The original form must be co-signed by the student(s) and/or staff member in sub-section (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 reach a mutually- agreed-to resolution in step 2 above, then the plan must be implemented and the Campus Director Kasha Buchanan must follow up to ensure the resolution plan satisfactorily resolves the concern.
4. Upon mutually satisfactory resolution of the student concern, the campus Director 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 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 Campus Administrator Michelle Janik.
2. The Campus Administrator will investigate the student's concern and meet with the student within two (2) working days of the request for a review to discuss resolution.
3. The Campus Administrator 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 Campus Administrator'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 Ontario Career Colleges, provided the student is attending a program approved under the Ontario Career Colleges Act, 2005.

By following the Student Complaint Procedure outlined here, an informal complaint should be resolved by day's end. A formal complaint should take no more than two (2) business days to achieve a mutually agreed upon resolution.

Points of Contact

1. Campus Director – Kasha Buchanan
   The Culinary Arts School of Ontario o/a Chef School
   5732 Kennedy Road, Mississauga, Ontario, L4Z 1T1
   Tel: (905) 273-5588 | Fax: (905) 507-6373 | Email: kasha@chefschool.ca
2. The Superintendent of Ontario Career Colleges
   Ministry of Training, Colleges & Universities
   Ontario Career Colleges Branch
   77 Wellesley Street, P. O. Box 977
   Toronto, ON M7A 1N3
3. Campus Administrator – Michelle Janik
   The Culinary Arts School of Ontario o/a Chef School
   5732 Kennedy Road, Mississauga, Ontario, L4Z 1T1
   Tel:(905)273-5588 | Fax: (905)507-6373 | Email: info@chefschool.ca

STUDENT COMPLAINT FORMS MAY BE OBTAINED BY REQUEST AT THE CAMPUS OFFICE