Student Complaint Procedure

APPS College of Health Science and Technology (AAPS) is committed to the prompt and equitable resolution of student conflict issues to the satisfaction of both the student and AAPS. 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 by an individual of his/her choice at all times during the process who can make oral or written presentation on student 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, the staff member will arrange a meeting with the appropriate personnel, up to and including the Dean of Scientific Affairs as part of AAPS *formal complaint procedure.*

Formal 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 formal complaint procedure be launched. To do so, a student must complete and sign a Student Complaint Form *(sample attached),* recording the concern and documenting the student's desired resolution. Once signed, the form is given to the student, a copy is submitted to AAPS administration office which in turn forwarded to the Dean of Scientific Affairs.

2. Dean of Scientific Affairs will arrange to meet with the student within two working days of the date of the written complaint. If a satisfactory resolution is achieved during the meeting, the

resolution plan is implemented and the Dean of Scientific Affairs will follow up to ensure the resolution plan satisfactorily resolves the concern.

3. The Dean of Scientific Affairs will meet briefly with the student to close the concern and record in Part B of the original Student Complaint Form a description of the mutually satisfactory outcome of the resolution. The student and the Dean of Pharmaceutical and Scientific Affairs will sign the declaration at the bottom of Part B. The original form will be given to the student and a copy will be filed in the student's academic file.

Review Process

1. Where a concern has arisen that cannot be resolved through the formal procedure above, the student will be asked to 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 AAPS Admission office.

2. AAPS Admission office and Dean of Scientific Affairs will form a Student Complaint Committee to investigate the student's concern and meet again with the student within two (2) working days of the request for a review to discuss resolution. The committee consists of a minimum of 3 people from the following areas: academics department, student representative and college 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 the decision.

4. The student is given the original signed copy of the form. A copy of the form will be retained in the student's academic file and a copy will be placed in the Campus Student Complaint Binder, where it will remain for a minimum period of three (3) years.

5. AAPS Admission office will maintain this binder on site.

6. A copy of Ontario Career College Act, 2005 act specifically the section 36 of the regulation that includes the section on student complaints is given to the student so that the student is aware of his/her options to file a complaint (including all the records) with the superintendent in case of unresolved/unsatisfactory complaint outcome.

7. After attempts to resolve student's complaint have been completed at the school level, student may make a submission to the Superintendent of Career Colleges by utilizing the PARIS database system of the ministry (The Program Approval and Registration Information System - PARIS). Instructions are available at https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/login.xhtml

8. The maximum allowable time between the date of complaint and a final decision is 30 days. Student complaints need to be closed within 30 days of the initial date of the complaint.

Section 1

Instructions:

- *Complete all the required sections.*
- *Ensure you have the complete and correct contact information as AAPS will need to contact you if additional information is required.*
- *Sign completed part A.*
- *Submit a copy of this form to AAPS. Keep the original for yourself.*

PART A (to be completed by the student)

i) Personal Information

Last Name	First Name
Street Address *(number and street name)*	
City/Town	Province
Country	Postal Code
Home Phone#	Work Phone#
Mobile Phone#	
E-mail Address *(please print clearly)*	

ii) Complaint Details

Complaint Description *(if you need more space for any of the questions please attach a separate sheet.)*

What you would like the college do to resolve this complaint?
Describes the formal and informal steps you have taken to resolve the complaint

By signing this form, I,_____declare the information provided by in me in Part A to be true and accurate.

_____ _____

Student Signature Date (dd/mm/yyyy)

PART B (to be completed by AAPS)

i) Resolution and Follow up

Describes the complaint resolution and monitoring plan implemented by AAPS

i) Complaint Closure

This part to be signed by both the student and the college, when a mutually satisfactory resolution has been achieved.

I (student name)_____and (AAPS Representative)_____Declare that the resolution described above has worked to our mutual satisfaction and agree to close this complaint,

Student Signature	Date (dd/mm/yyyy)
AAPS Staff Signature	Date (dd/mm/yyyy)

Section 2

Request to Review Resolution and Follow up plan outline in PART B

Part C: To be completed by the student when requesting a review

Reasons for unsatisfactory Resolution and Follow up plan

Student Signature

Date (dd/mm/yyyy)

Part D: To be completed by AAPS

Findings of Student Complaint Committee Outline the Student Complaint Committee's resolution decision and reasons for the decision

AAPS Staff Signature

Date (dd/mm/yyyy)