Alpha Career College

Student Complaint Procedure Guide and Contract

In compliance with the Career Colleges Act, 2005

Alpha Career College complies with section 36 of O. Reg. 415/06 (General) under the Career Colleges Act, 2005, as outlined in this Student Complaint Procedure Guide and Contract.

> **Important:** The Alpha Career College Sexual Violence Policy takes precedence over this Student Complaint Procedure. Complaints involving sexual violence are handled under that policy.

Student complaint procedure overview

Alpha Career College is committed to the prompt and fair resolution of student concerns, to the satisfaction of both the student and the College. This Student Complaint Procedure Guide and Contract gives students both an informal and a formal process to request the review and resolution of a concern. In most cases, an informal discussion between staff and the student resolves the concern right away. If it does not, the student may use the formal process.

Informal complaint process

Students are encouraged to raise any concern right away through the informal process, so that a minor problem does not become a major one. Students should first speak directly with their instructor. If the concern is not resolved, students may speak informally with the campus administrator.

A formal complaint must be in writing

To start a formal complaint, a student must complete and submit the Student Complaint Form (attached to this guide). The same form is used to request a review (appeal) of a formal resolution plan that the student considers unsatisfactory. The College also uses the form to record the results of the formal complaint procedure and the review process (if applicable).

How the College deals with a complaint

If a student cannot reach a satisfactory resolution through the informal process above, the student can make a formal complaint in writing. To do so, the student must complete and sign the Student Complaint Form, describing the concern and the resolution the student would like. The student submits the original form and one signed copy to the campus administrator. The campus administrator will acknowledge receipt, place a copy in the student's file and return the original to the student.

Alpha Career College will give the student an opportunity to make oral submissions, will allow the student to have a person present with them at all stages of the proceedings, and will allow that person to make submissions on the student's behalf.

The campus administrator is responsible for acting on the written complaint and will use the completed Student Complaint Form to assess it. **All formal complaints will be acknowledged and addressed within two (2) business days of receipt.** Within the same two business days, the administrator will arrange a one-to-one meeting with the student to review the complaint.

How complaints, submissions and decisions are recorded

The Student Complaint Form is also where notes and discussion points about the complaint are recorded.

- **Part A** is completed by the student. It records the student's contact information, the nature of the complaint, what the student would like the College to do to resolve it, whether the student tried to resolve it informally (and how), and any supporting documents.
- If the student, the campus administrator and the College staff member agree on a resolution, a resolution plan is put in place and the campus administrator follows up to make sure it resolves the concern.
- Once the concern is resolved to the student's satisfaction, the campus administrator meets briefly with the student to close the complaint and records this in Part B.
    - **Part B** is completed by College staff. It records the decision reached in the meeting between the student and the College staff member, the reasons for the decision, and the resolution plan that will be put in place and monitored. It includes signatures from the student and College staff, and a section to close the complaint once the outcome is satisfactory.
    - The original form is returned to the student and a copy is filed in the student's academic file. A second copy is filed in the Campus Student Complaint Binder, which is kept for at least three years.

Maximum time from complaint to decision

The time needed depends on the steps required. An informal complaint may be resolved the same day. A formal complaint usually takes two to four business days to review, act on and close. **The maximum length of time for the entire process is six (6) business days.**

Informal	1 business day. Immediate action through discussion.
Formal	2 business days to review, meet with the student, resolve and close the complaint.
Review (appeal)	If the complaint cannot be resolved within 2 business days: 3 to 4 business days to review, act on, resolve and close the complaint.
Maximum overall	**6 business days** from the date the written complaint is received.

The decision is given to the student in writing, with reasons

Every student will receive the decision on their complaint in writing, along with the reasons for the decision. Students will also receive the original copy of their complaint, with all documentation and signatures.

How to request a review of a decision

If a concern was not resolved to the student's satisfaction through the formal procedure above, the student may request a review (appeal). The student completes and signs **Part C** of the Student Complaint Form, explaining why the resolution in Part B was unsatisfactory. The student keeps the original and gives a copy to the campus administrator. One further attempt will then be made to resolve the complaint, and the form will be completed accordingly.

The campus administrator will form a **Student Complaint Committee** to investigate the concern. The Committee will meet with the student within **two business days** of the request for review. The Committee will have at least three members: a staff educator who has not been involved in the complaint or the review, a student representative, and the campus administrator.

- **Part D** is where the Committee reports to the student. The Committee completes and signs it within **three business days** of finishing its investigation. The written report includes a summary of the findings and the Committee's decision, with the reasons for that decision.
- The student receives the original signed form. A copy is kept in the student's academic file and a second copy is placed in the Campus Student Complaint Binder for at least three years. The campus administrator keeps this binder on site for inspection.

Records are kept for at least three years

Alpha Career College keeps a record of every student complaint at the campus where the complaint was made for at least three years from the date of the decision. The record includes a copy of the complaint, any submissions filed and the decision.

The student receives a copy of the record

Students who make a complaint will be given a copy of the complaint, any submissions filed and the decision.

If you are not satisfied: referring your complaint to the Superintendent

If you are not satisfied with the College's decision after the review process, you may refer your complaint to the **Superintendent of Career Colleges**, provided you are enrolled in a program approved under the Career Colleges Act, 2005. You must complete the College's complaint procedure and receive its written decision first.

- **Online:** create a student account in the ministry's Program Approval and Registration Information System (PARIS) and complete the student complaint referral form. Details: ontario.ca/page/career-college-student-complaints
- **By email:** if you prefer not to create a PARIS account, you may request a review of your complaint by email at pcc@ontario.ca.

Career Colleges Branch
Ministry of Colleges, Universities, Research Excellence and Security
77 Wellesley Street West, Box 977
Toronto, ON M7A 1N3

Phone: 416-314-0500
Toll-free: 1-866-330-3395
Fax: 416-314-0499
Email: pcc@ontario.ca

Ministry contact details were checked on ontario.ca in October 2026 and may change. Always check the ontario.ca page above for the current process.

Changes to this procedure

Alpha Career College will file any changes to this Student Complaint Procedure Guide and Contract with the Superintendent of Career Colleges.

Alpha Career College

Student Complaint Form

Students use this form to start the College's formal complaint procedure, or to request a review (appeal) of a formal resolution plan they consider unsatisfactory. College staff use the same form to record the results of the formal complaint procedure and the review process (if applicable).

If you are not satisfied with the College's decision after the formal complaint procedure and any review, you may refer your complaint to the Superintendent of Career Colleges, provided you are enrolled in a program approved under the Career Colleges Act, 2005. See the last section of the Student Complaint Procedure Guide for how to do this.

SECTION 1: REQUEST TO START THE FORMAL COMPLAINT PROCESS

Instructions

- Answer every question before you submit this form to the campus administrator.
- Make sure your contact information is correct. We will contact you if we need more information.
- After completing Part A, sign the declaration and submit the original and one copy to the campus administrator. The administrator will co-sign both copies, return the original to you and keep a copy for your academic file.

Part A (to be completed by the student)

Student information

Last name		**First name**	
Title (optional)	☐ Mr. ☐ Mrs. ☐ Ms. ☐ Miss ☐ Mx.	**Student ID**	
Mailing address			
City		**Province**	
Postal code		**Phone (home)**	
Phone (mobile or other)		**Email**	

Nature of complaint

What is your complaint with the College? (If you need more space, attach a separate sheet.)

What do you want the College to do to resolve your complaint? (If you need more space, attach a separate sheet.)

Have you tried to resolve your concern informally and directly with the person(s) involved? Please explain.

Do you have documents supporting your complaint that you want to submit? If so, list them below and attach them to this form.

By signing this form, I, _____, declare that the information I have provided in Part A is true and correct.

Signature of student _____ **Date** _____

By signing this form, I confirm that I have received a copy of this form on behalf of Alpha Career College.

Signature of campus administrator _____ **Date** _____

Part B (to be completed by College staff)

Formal procedure resolution and follow-up

Record the decision reached in the formal process meeting between the student and the College staff member, the reasons for that decision, and the resolution plan that will be put in place and monitored.

I/We, (student name) _____ and (College staff name) _____, declare that we have agreed to put in place and monitor the resolution plan described above.

Signature of student	_____	**Date**	_____
Signature of campus administrator	_____	**Date**	_____

Closure of complaint: mutually satisfactory outcome

The student and the College staff representative sign this part when a satisfactory resolution has been reached.

I/We, (student name) _____ and (College staff name) _____, declare that the resolution described in Section 1 has worked to our mutual satisfaction and agree to close this complaint.

Signature of student	_____	**Date**	_____
Signature of campus administrator	_____	**Date**	_____

SECTION 2: REQUEST FOR REVIEW OF THE RESOLUTION IN PART B

Part C (to be completed by the student when requesting a review)

Explain why the complaint resolution plan from the formal procedure in Part B was unsatisfactory. (If you need more space, attach a separate sheet.)

Signature of student _____ **Date** _____

Submit a copy of this page to the campus administrator and keep the original. The Student Complaint Committee will meet with you within two business days of your request.

SECTION 3: OUTCOME OF THE REVIEW REQUESTED IN PART C

Part D (to be completed by an authorized member of the Student Complaint Committee)

Summary of the investigation findings

Resolution decision of the Committee, including the reasons for that decision

Signature of student _____ **Date** _____

Signature of campus administrator _____ **Date** _____

The Committee completes and signs this part within three business days of finishing its investigation. The student receives the original; copies are kept in the student's academic file and the Campus Student Complaint Binder for at least three years.