



### Student Complaint Procedure

#### General Guidelines:

1. Statements of complaint must be made in writing.
2. All complaints are confidential.
3. The procedure outlined below must be followed.
4. A staff presented with a verbal complaint will ask the student to follow the procedure and remind the student of the written complaint requirement
5. The Administrator will also ask for a copy of any written response(s) from those already contacted by the student in accordance with the procedure.
6. Arrangements for meetings and written responses from the person being complained about will be made in a timely and professional fashion. No complaint will go unanswered.
7. Records of Complaints will be maintained at the location where they originated for a period of at least three years.

#### Complaint Procedure:

##### Step 1.

The student will request a meeting with the Instructor responsible for the course to discuss the complaint verbally.

If not resolved at this level, the student will proceed to Step 2.

##### Step 2.

The student will submit a completed written complaint to the Administrator, using the following contact information:

**Administrator: Al Rahim**  
**Title: General Manager**  
**Mailing Address: 427 Exeter Rd., London ON N6E 2Z3**  
**Email: [alrahim@otds.com](mailto:alrahim@otds.com)**

The Administrator will arrange a meeting with the student within 7 days of receipt of the written complaint.

The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. This meeting's discussion will be minuted.

The Administrator will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 7 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held.

If not resolved at this level, the student will proceed to Step 3.

## **Student Complaint Procedure - Continued**

### **Step 3.**

The student will submit a completed written complaint to the Executive Director, using the contact information:

**Executive Director: Gus Rahim**

**Title: President**

**Mailing Address: 427 Exeter Rd., London ON N6E 2Z3**

**Email: gusrahim@otds.com**

The Executive Director will arrange a meeting with the student within 7 days of receipt of the written complaint (which should include the Administrator's response with recommended solutions and the student's objections or comments regarding these solutions.)

The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. This meeting will also be minuted.

The Executive Director will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 7 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held.

If not resolved at this level, the student will proceed to contact the Superintendent of Private Career Colleges, Ministry of Training, Colleges and Universities using the following contact information:

Superintendent of Private Career Colleges  
Ministry of Training, Colleges and Universities  
77 Wellesley Street West, Box 977  
Toronto, Ontario M7A 1N3