

## **Student Complaint Policy**

Citizen Truck Driving School Ltd. acknowledges the right of its students complain when dissatisfied with a service and encourages feedback from its students. Citizen Truck Driving School Ltd. views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the student who has made the complaint; Citizen Truck Driving School Ltd. tries not to be defensive or negative about feedback and complaints; and recognizes that properly handled complaints and feedback help the school to improve its business processes, and therefore, time spent on handling complaints is an investment in better service to their students.

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.

Citizen Truck Driving School Ltd. 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 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.

If an oral complaint cannot be resolved the student will initiate Citizen Truck Driving School Ltd.'s official Student Complaint Procedure. Student complaints must be made in writing to: Gurvir Singh Sandhu, Director, in person or by emailing [citizenlds@gmail.com](mailto:citizenlds@gmail.com). All complaints will be recorded on the Student Complaint Form.

Students are permitted to have a person present with them at all stages of the proceedings.

To start the complaint-process a student must complete and sign an original Student Complaint Form stating his/her concern and documenting the student's desired resolution. The student must submit the original form and one signed copy to Gurvir Singh Sandhu, 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. If the student wishes to make an oral submission of their complaint, they may do so, if the student elects to have someone present throughout the process this person can make the oral submissions on the student's behalf. All complaints, any submissions received, and decisions will be recorded on the Student Complaint Form.

Then Gurvir will arrange to meet with the student within 3 business days of the date of the written complaint. If, as a result of that meeting, the student and Gurvir 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 Gurvir in Part B on the student's original complaint form. The original form must be co-signed by the student and the staff member on the form. The original must be returned to the student and a copy must be filed in the student's academic file. Wherever possible, a decision regarding the complaint will be made within 5 business days of receiving the complaint.

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If the student and Gurvir reach a mutually agreed to resolution as described above, the plan must be implemented, and Gurvir must follow up to ensure the resolution plan satisfactorily resolves the concern. Upon mutually satisfactory resolution of the student concern, Gurvir will meet 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 Gurvir 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.

Where a student concern has arisen that could not be resolved to the student's satisfaction, through the procedure outlined, 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 Mangal Singh Nagra, in person or by emailing [citizenlds@gmail.com](mailto:citizenlds@gmail.com) for review. Mangal will meet with the student within 3 business days to review their complaint and wherever possible will provide a resolution within 10 business days.

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 years. Citizen Truck Driving School Ltd. will maintain this binder on site for inspections.

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 Career Colleges at <https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/login.xhtml>, and shall include in his/her application to the Superintendent a copy of the completed Student Complaint Form.