

## **Complaints Policy and Procedure**

### **Students Complaint Procedure**

(Adopted from the Ontario Association of Career Colleges Policy Guide)

#### **1. Scope of the Complaints Procedure**

- 1.1. The Trebas Institute is committed to delivering a high quality of service and encourages its students to communicate with the Institute where there is cause of concern and room for improvement.
- 1.2. The Trebas Institute describes a complaint as an expression of dissatisfaction with any service or lack of service provided by it.
- 1.3. The Trebas Institute believes it is important that its students are able to express dissatisfaction.
- 1.4. Through the 'Feedback and Complaints Procedure', Trebas Institute seeks to provide an accessible, fair, and straightforward system which enables students to raise concerns, and which ensures an effective, timely and appropriate response.

#### **2. General Guidelines**

Records of Complaints will be maintained at the location where they originated for a period of at least three years.

#### **3. Feedback and Complaint Procedure**

##### **3.1. Step 1.**

The student will request a meeting with the instructor responsible for the course to discuss the complaint verbally provided the student is attending a registered program recognized as being protected under the Private Career Institutes Act 2005. If not resolved at this level, the student will proceed to Step 2.

### 3.2. Step 2.

The student will submit a completed written complaint to the Student Services Department in person or by using the following contact information:

**Student Services:** [studentservices.tor@trebas.gus.global](mailto:studentservices.tor@trebas.gus.global)  
416-966-3066 – 543 Yonge Street, Suite 300, Toronto, Ontario M4Y 1Y5

The Student Services Department 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 will have minutes taken.

The Student Services Department 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 the minutes of meetings held. If not resolved at this level, the student will proceed to Step 3.

### 3.3. Step 3.

The student will submit a completed written complaint to the Vice President (VP) of Operations in person or by using the contact information:

Mohamed Slimani, VP of Operations – [mohamed.slimani@trebas.gus.global](mailto:mohamed.slimani@trebas.gus.global)  
416-966-3066 – 543 Yonge Street, Suite 300, Toronto, Ontario M4Y 1Y5

The VP of Operations will arrange a meeting with the student within 7 days of receipt of the written complaint (which should include the Student Services Department'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 have minutes taken.

The School's 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 the minutes of meetings held.

**If not resolved at this level, the student may submit a student complaint to the:**

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

A student complaint form for submission to the Superintendent can be found at  
[www.forms.ssb.gov.on.ca](http://www.forms.ssb.gov.on.ca)

#### **4. Student Complaint Form**

Note that all copies of documents pertaining to the Student Complaint process will become part of the student file. The student will be supplied with copies of any documents requested. Also note that copies of the complaint form will be kept in the campus Student Complaint binder that is in the office of the Campus Director.

***Last Updated: October 15, 2021***