



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 member presented with a verbal complaint will ask the student to follow procedure and remind the student to submit the complaint in writing.
5. The Administrator will also ask for a copy of a written response from those already contacted by the student in accordance with the procedure.
6. Arrangements for meeting and written responses from the person being complained about will be made in a timely and professional manner. No complaint or concern will go unanswered.
7. Records of Complaints will be retained at the locations where they originated for a minimum period of 3 years.

Complaint Procedure:

Step 1:

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

If the complaint is 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.

Zavcor Training Academy
3650 Eagle Street, Suite 201
Stevensville, ON L0S 1S0
1-289-321-1063
Attention: Administrator

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 may request that an additional person be present or to have another person make the oral presentation on his/her behalf.

The Administrator will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solutions(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 a copy of the minutes of the meetings held.

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

Step 3:

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

Kirk Zavitz
President
3650 Eagle St. Box 180
Stevensville, ON. L0S 1S0
905/382-3444 ext. 214
Email: kirzav@zavcor.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 the proposed solutions.

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

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

If not resolved at this level, the student will proceed to contact the Superintendent of Private Career Colleges, Ministry of Advanced Education & Skills Development using the following contact information:

Superintendent of Private Career Colleges
Ministry of Advanced Education & Skills Development
77 Wellesley St. W., Box 977
Toronto, ON M7A 1N3