

ANLII HEALTH COLLEGE

STUDENT COMPLAINT PROCEDURE

The Anlii Health College strives to provide you with the highest quality training available. Our training faculty have been carefully selected and trained to provide a professional environment. Should we fall short of our goals, we want you to let us know.

The Complaint Procedure is designed to provide students with two processes, Informal and Formal, to resolve concerns. Students are encouraged to address any concerns immediately with the staff member involved.

We encourage you to follow the steps as outlined in the following Complaint Resolution Policy if you have an issue. Please do not let a minor problem develop into a major one. HELP US TO HELP YOU.

Students making a complaint are entitled to make oral submissions. Students are allowed to have a person present with them at all stages of the complaint and resolution process. Students also have the right to have this person make the oral submission on his or her behalf.

Informal Complaint Process

Should you have any problems or concerns during your training we encourage you to discuss them promptly with staff. If, for any reason, the matter is not resolved to your satisfaction, you should follow the Formal Complaint Process.

Formal Complaint Process

In the event of an unsuccessful resolution to your informal complaint, the issue can usually be resolved by meeting with the school's Director/owner to review the concern and request a resolution. A meeting will be arranged with the Campus Director/owner at your request.

- a) A Student Complaint Form should be completed in writing prior to meeting with the Director/owner of the school. The form is available at your Anlii Health College.

ANLII HEALTH COLLEGE

STUDENT COMPLAINT PROCEDURE

- b) The description of the complaint should be very clear and concise including the nature of the problem, date of issue or occurrence, name(s) of parties involved (staff, other students, etc.) and copies of any important information regarding the complaint.
- c) The Campus Director/owner will arrange to meet with you, and/or alternate, within three (3) business days of receiving the written complaint.
- d) If a resolution is mutually agreed to, the decision, reasons for the decision and the implementation plan should be documented using the Record of Complaint Form and signed by both the Director and the student.
- e) A photocopy of the Student Complaint Form and Record of Complaint Form should be put in the student file and the original returned to the student.
- f) Every attempt will be made to resolve the complaint in its entirety within ten (10) business days of receiving the complaint.
- g) In the campus specific Complaints file or binder, a copy of the Student Complaint Form, Record of Complaint Form, and any relevant supporting documents are to be kept on file for three (3) years.

ANLII HEALTH COLLEGE

STUDENT COMPLAINT PROCEDURE

Private Career College Superintendent

If a mutually satisfying resolution cannot be reached, you have the right to take the complaint further by using the PARIS system and or contact;

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

In addition, if you are not satisfied with the resolution of your complaint, you may submit your complaint to the Superintendent of Private Career Colleges through the Program Approval & Registration Information System (PARIS) automated system. Please go to this website:

You can use the following link to access the PARIS system: <https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/login.xhtml>

A guide for creating a student user account is available at the following URL: <http://www.tcu.gov.on.ca/pepg/audiences/pcc/paris-enrolment-guide-for-new-users.pdf>