

Student Complaint Procedure

General Guidelines:

ACCURATE Truck Academy Inc. is committed to the fair treatment of its students and its employees and to an open and collaborative approach when dealing with student concerns. We will try to resolve complaints informally wherever possible while keeping in mind that formal resolution processes may be required to satisfactorily resolve the issue.

- All complaints must be in writing. Anonymous complaints will not be considered.
- Lodging a complaint will have no adverse consequences on the status of the complainant in their course or program of study.
- Student complaint policies and procedures apply to individual or group complaints.

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 their complaint in writing to the Administrator, using the following contact information:

Navjit Kalirae, School Administrator
ACCURATE Truck Academy Inc.
2677 Drew Road, Mississauga, Ontario, L4T 3X1
nkalirae13@gmail.com

The School Administrator will arrange a meeting with the student within 5 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 have another person make the oral presentation on his/her behalf. This meeting will be summarized in written minutes.

The School Administrator will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 5 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.

Step 3

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

Jasreena Johal, Director
ACCURATE Truck Academy Inc.
2677 Drew Road, Mississauga, Ontario, L4T 3X1
jasreenaj@gmail.com

The Director will arrange a meeting with the student within 5 days of receipt of the written complaint (which should include the School 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 have another person make the oral presentation on his/her behalf. This meeting will be summarized in written minutes.

The Director will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 5 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 you are not satisfied with the resolution of your complaint you may submit your complaint to the Superintendent of Private Career Colleges through the PARIS system.

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>