



OntarioLearn Policy

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| POLICY TYPE: | Administrative |
| POLICY TITLE: | Student Complaints Policy |
| POLICY NO.: | ADMIN-008 |
| RESPONSIBILITY: | OntarioLearn Policy Committee |
| POLICY APPROVED BY: | OntarioLearn Board of Directors |
| EFFECTIVE DATE: | January 2000 |
| REVISED: | October 2014 |
| REVIEW DATE: | October 2018 |

Introduction

OntarioLearn places a strong emphasis on the student experience. Partner colleges are committed to addressing any concerns students have about their educational experience or the services they receive, in a responsive and timely manner. Each registering college affords recourse to their students regarding complaints.

Purpose

This policy outlines the structure by which students, host colleges/registering colleges can address student complaints related to a learning experience, services received or an employee.

Definitions

Complaint: A student's oral or written expression of, discontent or dissatisfaction with their online learning experience, college services or an employee.

Host college: The College who owns/delivers the course.

Registering college: The College where the student is registered.

Policy statements

1. Students have the right to raise concerns and expect recognition and resolution of their complaints.
2. In the event of a conflict, students are encouraged to attempt to resolve the difficulty directly with the individual(s) involved.
3. In some instances, students may require assistance in resolving a problem. This assistance can be obtained through the OntarioLearn Coordinator (or designate) at their registering college.
 - a. Where appropriate, the OntarioLearn Coordinator at the registering college will contact the OntarioLearn Coordinator at the host college to assist in the

resolution of the problem. If necessary and if approved by the OntarioLearn Coordinator at the host college, instructors can be contacted directly.

- b. OntarioLearn Coordinators will communicate directly with instructors from their college on complaints and issues.
4. If a complaint is not resolved to the student's satisfaction, a formal appeal may be initiated as per the Academic Appeals Policy of their registering college.

Accessibility for Ontarians with Disabilities Act (AODA) considerations

OntarioLearn's commitment to accessibility and AODA standards has been considered in the development of this policy.

Roles and responsibilities

It is the responsibility of the registering college to acknowledge and provide assistance related to a complaint from their student in a timely manner.

It is the responsibility of the host college to investigate and provide input in a timely manner related to any complaint issue that involves a student registered in a course that they host.

Non-compliance implications

Non-compliance may result in a non-satisfactory course review result and may have a negative impact on the reputation of both the registering college and the host college. Failure to comply with this policy may affect the integrity the final disposition of the student's academic grade or status.

Communications Plan

OntarioLearn policies and procedures are posted on the OntarioLearn website. A contact person for each College is identified on the OntarioLearn web site.

Related policies, procedures and directives

Student Complaints Procedure (ADMIN-008.1)

Academic Appeals Policy (ACAD-001)

Registering College Appeal Policy/Procedures