



OntarioLearn Procedure

PROCEDURE TYPE:	Administrative
PROCEDURE TITLE:	Student Complaints Procedure
PROCEDURE NO.:	ADMIN-008.1
RESPONSIBILITY:	OntarioLearn Policy Committee
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. This procedure 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.

Procedures, Roles and Responsibilities

1. In the event of a conflict where a student is unable to resolve the difficulty themselves with the individuals directly involved, assistance can be sought by the OntarioLearn Coordinator (or designate) at their registering college.
2. 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.
 - a. OntarioLearn Coordinators will communicate directly with instructors from their college on complaint issues.
 - b. If necessary and if approved by the OntarioLearn Coordinator at the host college, instructors can be contacted directly.

Accessibility and AODA considerations

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

Related policies, procedures and directives

Student Complaints Policy (ADMIN-008)

Academic Appeals Policy (ACAD-001)

Registering College Appeal Policy/Procedures