
POLICY TYPE:	Administrative
POLICY TITLE:	Student Complaints Policy
POLICY NO.:	ADMIN-008
RESPONSIBLE BODY:	Board of Directors
POLICY SPONSORS:	<input checked="" type="checkbox"/> Risk Management and Policy Committee <input checked="" type="checkbox"/> Executive Director <input checked="" type="checkbox"/> OMC <input checked="" type="checkbox"/> Board of Directors
EFFECTIVE DATE:	October 2014 (January 2000)
REVISED:	February 2019
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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 and 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.

4. OntarioLearn Management Committee representatives from the host and registering college will intervene if the Coordinators cannot resolve the issue.
5. 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.

Communications Plan

This policy will be posted on the OL Portal and Web.

Related policies, procedures and directives

Student Complaints Procedures (ADMIN-008.1)

Academic Appeals Policy and Procedures (ACAD-001 and ACAD-001.1)

Registering College Appeal Policy/Procedures and Student Complaint practices