

Procedure # and Title:	ADMIN-008.1 Student Complaints	Relates to Policy #:	ADMIN-008
Procedure to be posted to: <i>(web, portal, BE, etc.)</i>	Portal, Web	Effective Date:	October 2014 (January 2000)
Responsible Bodies: <i>list all that apply: (OMC, OL ED, OL Staff, College Staff, Board, etc.)</i>	OMC, OL ED, OL Staff, College Staff.	Revised Date:	February 2019
		Review Date:	October 2022

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 and 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.

Details – Including Roles and Responsibilities

1. In the event of a conflict where a student is unable to resolve the difficulty themselves with the individual(s) directly involved, assistance should 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. If necessary and if approved by the OntarioLearn Coordinator at the host college, facilitators can be contacted directly.
3. If the complaint cannot be resolved between the OntarioLearn Coordinators at the host and registering college, the OntarioLearn Management Committee representative from the registering college will intervene and contact the OntarioLearn Management Committee representative from the host college to discuss an appropriate resolution.

Accessibility and AODA considerations

OntarioLearn’s commitment to accessibility and AODA standards has been considered in the development of these procedures.

Related policies, procedures and directives

Student Complaints Policy (ADMIN-008)

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

Registering College Appeal Policy/Procedures and Student Complaint practices