



**Complaints Policy and Procedure
F S Beauty Development Ltd
Operating as the Academy of Hairstyling and Esthetics
Herein refer to as The Academy**

Students Complaint Procedure

(Adopted from the Ontario Association of Career Colleges Policy Guide)

1. Scope of the Complaints Procedure

- 1.1. The Academy is committed to delivering a high quality of service and encourages its students to communicate with the Institute where there is cause of concern and room for improvement.
- 1.2. The Academy describes a complaint as an expression of dissatisfaction with any service or lack of service provided by it.
- 1.3. The Academy believes it is important that its students are able to express dissatisfaction.
- 1.4. Through the 'Feedback and Complaints Procedure', The Academy seeks to provide an accessible, fair, and straightforward system which enables students to raise concerns, and which ensures an effective, timely and appropriate response.

2. General Guidelines

Records of Complaints will be maintained at the location where they originated for a period of at least three years.

3. Feedback and Complaint Procedure

3.1. Step 1.

The student will request a meeting with the instructor responsible for the course to discuss the complaint verbally provided the student is attending a registered program recognized as being protected under the Private Career Institutes Act 2005. If not resolved at this level, the student will proceed to Step 2.

3.2. Step2.

The student will submit a completed written complaint to the Academy Director in person or by using the following contact information

**Debbie Lemire Academy Director
1 Water St East unit B12
Cornwall Ontario
613 936-0111 –**

The Academy Director will arrange a meeting with the student within 7 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 another person make the oral presentation on his/her behalf. This meeting will have minutes taken.

The Academy Director will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 7 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and the minutes of meetings held. If not resolved at this level, the student will proceed to Step 3.

3.3. Step3.

The student will submit a completed written complaint to the Executive Director in person or by using the contact information:

**Khal Ishraki Executive Director - Kal@sacohairottawa.ca
613 - 220-7171 - 1969 Jasper Ave Ottawa Ontario K1V 0X9,**

The Executive director will arrange a meeting with the student within 7 days of receipt of the written complaint (which should include the Academy Director 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 another person make the oral presentation on his/her behalf. This meeting will have minutes taken.

The School's Director will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 7 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and the minutes of meetings held.

If not resolved at this level, the student may submit a student complaint to the Superintendent via the link below

<https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/login.xhtml>

4. Student Complaint Form

Note that all copies of documents pertaining to the Student Complaint process will become part of the student file. The student will be supplied with copies of any documents requested. Also note that copies of the complaint form will be kept in the campus Student Complaint binder that is in the office of the Campus Director.

Jan 15, 2023