



Complaint Process Description Document

Overview

ONTARIO COLLEGE OF TECHNOLOGY FORMAL COMPLAINT PROCESS FOR COMMUNITY PARTNERS & CLINIC PATIENTS

Purpose: This process ensures community partners, student clinic patients, and affected parties can report concerns about:

- Professional conduct violations
- Service quality in the student clinic
- Discrimination/harassment incidents

How to Access:

- **Online:** <https://www.suncareclinic.ca/complaints>
- **In-Person:** Student Clinic Reception (posted signage)
- **Policy Document:** *OCOT Community Complaints Policy v3.1* (available upon request)

Complaint Steps

- **Submit a Complaint:**
 - Use the complaint form template to fill out the information.
 - Email: complaints@octech.com
- **Acknowledgement:**
 - Written confirmation within **2 business days**.
- **Investigation:**
 - Led by the **Compliance Officer**.
 - Timeline: 10–20 business days (case-dependent).
- **Resolution:**
 - Outcomes may include:
 - Mediation
 - Policy changes
 - Disciplinary action (per *CMTO Standards*)
- **Confidentiality:**
 - All complaints are handled per *PHIPA* and *RHPA* privacy laws.