



Title: Student Complaint Policy and Procedures

Policy #: OCOT-SCP

Effective date: May 1st, 2023

Approved by: Administrative Team

Last Revision: January 1st, 2026

Next Review: January 1st, 2027

OVERVIEW

Ontario College of Technology (OCOT) is committed to providing all registered and graduated students with fair, timely, and transparent resolution of complaints, in accordance with the *Ontario Career Colleges Act, 2005*. OCOT recognizes that not all complaints can be resolved to the satisfaction of all parties; however, every complaint will be addressed through a process that reflects the principles of natural justice. Students have the right to file a complaint against any administrative or academic procedure where they perceive discrimination or harassment. OCOT encourages students to raise concerns promptly during their program to prevent minor issues from escalating.

Student Rights During the Complaint Process

- A student may bring a support person of their choosing to any stage of the complaint process, who may speak on the student's behalf.
- Audio recording of any meeting or conversation related to the complaint is permitted by both parties.
- Video recording is permitted only when all persons present in the meeting have been informed and have consented.
- Recordings may only be used as evidence. They must not be used for coercion, humiliation, extortion, or shared/uploaded to any platform in violation of Canadian law.

COMPLAINT PROCESS OVERVIEW

Step1: Informal Procedure – Direct Resolution

If a student has a concern related to an academic, administrative, or campus-related matter, they are encouraged to first address it directly with the staff or personnel involved. This can be done verbally (in person) or in writing (email or letter).

If the informal approach is successful:

- The informed staff members must write a Complaint Report documenting the concern and the resolution.
- The completed report must be submitted to the Program Director.
- A copy is provided to the student and retained in the student's file for a minimum of 3 years.



If the informal approach does not resolve the issue, The student should proceed to Step 2 — the Formal Procedure.

Step2: Formal Procedure – Escalating Meetings

If the informal approach does not resolve the concern, the student must submit a written complaint (emails are an acceptable form of documentation) to the Office of Administration requesting a formal meeting.

Escalation Order

- Meeting 1: Instructor
- Meeting 2: Program Director (if Meeting 1 is unresolved)
- Meeting 3: Administrative Manager (if Meeting 2 is unresolved)

Timing

- A formal meeting must be scheduled within 3 working days of the informal approach failing to provide a resolution.
- Meetings may be held in person, or digitally via Zoom or MS teams.
- If the required personnel are unavailable (e.g., on leave), the next person in the administrative hierarchy must conduct the meeting without delay.

Rules for All Formal Meetings

- All correspondence outside of meetings regarding the complaint must be in writing (email is acceptable).
- The student may be accompanied by a support person at any meeting.
- Audio recording is permitted by both parties. Video recording is permitted only with the informed consent of all people present. All recordings may be used solely for the purpose of lodging or supporting a complaint. Any unauthorized use, reproduction, or distribution to third parties is strictly prohibited. The College reserves the right to take disciplinary or legal action against individuals who violate this policy.
- A staff member from the Office of Administration must be present at every formal meeting and must write a Complaint Report after each meeting.
- The report must be co-signed by the students and all school staff present, and a copy provided to both parties to prevent misunderstandings.
- All signed reports must be retained in the student's file for a minimum of 3 years, and an additional copy kept in the school's Complaint Binder for compliance inspection.

After the Final Meeting

- If the student is satisfied with the outcome, the Office of Administration prepares a final report, obtains signatures from both parties, and briefs the administrative manager.
- The administrative manager decides whether to dismiss the complaint or recommend further action.



CONTACT INFORMATION

- Office of Administration (Step 2 — Formal meetings): Email: complaints@octech.ca, Phone: (416) 332-8727
- Administrative Manager (Final decision on formal complaints): Email: nisha@octech.ca, Phone: (416) 332-8727 — ask to be transferred to the administrative manager's office



Student Complaint Form

Policy Basis: Complaint Policy and Procedures (ADM-018, Effective May 1, 2023)

Submission: Email to complaints@octech.ca (retain delivery receipt)

Processing: Written confirmation within 48 working hours; full response within 10–20 working days

Section 1: Complainant Information

Item	Details
Full Name	
Student ID	
Program & Intake	Program: _____ Intake: _____
Contact Phone	
Email Address	
Alternative Contact (Optional)	
Date of Submission	____ / ____ / ____ (DD / MM / YYYY)

Section 2: Respondent & Incident Information

Item	Details
Respondent	☐ Faculty/Staff (Name/Position): _____ ☐ Student (Name/Student ID): _____ ☐ College Department: _____ ☐ Other (Specify): _____
Incident Scenario	☐ Clinical Practicum (Student Clinic / External Placement) ☐ Classroom / Laboratory ☐ Administrative Service ☐ Online Learning Platform ☐ Other (Specify): _____
Exact Incident Location	
Incident Time	First Occurrence: ____ / ____ / ____ (DD/MM/YYYY) Most Recent Occurrence: ____ / ____ / ____ (DD/MM/YYYY) ☐ One-time ☐ Multiple (_____ times)



☐ Continuous (_____ days / weeks / months)

Section 3: Complaint Details

3.1 Complaint Type (select all that apply):

- ☐ Clinical Misconduct (e.g., non-compliant operation, Privacy/IPAC Policy violation)
- ☐ Service Quality Issues (e.g., poor hygiene, excessive wait time, inadequate resources)
- ☐ Discrimination / Harassment (race, gender, sexual orientation, etc.)
- ☐ Faculty/Staff Performance (e.g., unfair grading, unprofessional conduct)
- ☐ Peer Misconduct (e.g., academic dishonesty, non-compliant clinical cooperation)
- ☐ Administrative Process Issues (e.g., unreasonable schedule changes, delayed procedures)
- ☐ Other (Specify): _____

3.2 Complaint Summary (within 100 words):

3.3 Detailed Incident Description (include specific time, persons involved, acts, and impacts):

3.4 Requested Resolution (e.g., formal investigation, written apology, academic re-evaluation, etc.):

Section 4: Supporting Evidence

All evidence must be labeled with name, source, and date. Copies/electronic versions must be clear and legible. Additional pages may be attached.

#	Evidence Type	Explanation / Source	Attached
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1			☐ Yes ☐ No
2			☐ Yes ☐ No
3			☐ Yes ☐ No

Witness Information (Optional — the College will strictly protect confidentiality):

#	Full Name	Phone Number	Identity (Student / Faculty / Staff / Other)
1			
2			

Section 5: Confidentiality & Declaration

1. I confirm that all information and attached evidence in this form are true and objective, without fabrication, exaggeration, or distortion. I accept all corresponding academic and disciplinary liabilities if any false information is provided.
2. I understand that the College will handle this complaint in strict accordance with Policy ADM-018 and ensure the confidentiality of all relevant information, accessible only to authorized college staff.
3. I understand that the outcome will be communicated within the specified timeframe. If I disagree with the result, I may submit new valid evidence for appeal within 14 working days after receiving the official response.

Complainant's Signature:

Date: _____ / _____ / _____
(DD/MM/YYYY)

Section 6: College Receipt & Processing Record (Staff Use Only)

Item	Details
Receiving Staff	
Receiving Department	
Receiving Date	_____ / _____ / _____ (DD/MM/YYYY)
Evidence Received	Total _____ pieces; All verified: ☐ Yes ☐ No
Preliminary Opinion	
Expected Feedback Date	On or before _____ / _____ / _____ (DD/MM/YYYY)



Staff Signature / Department Seal	
Complainant Acknowledgment (Receipt of this form)	Signature: _____ Date: _____ / _____ / _____ (DD/MM/YYYY)