

VOCATIONAL PROGRAM ENROLLMENT CONTRACT

SCHEDULE I: STUDENT COMPLAINT PROCEDURE

For Complaints to be addressed by PHS Truck & Training Services' Registrar, hereinafter defined, in compliance with the *Ontario Career Colleges Act, 2005*, and Section 36 of O. Reg. 415/06, the following procedure is to be used:

General Guidelines:

1. Statements of complaint must be made in writing.
 2. All complaints are confidential.
 3. The procedure outlined below must be followed.
 4. A staff presented with a verbal complaint will ask the Student to follow the procedure and remind the Student of the written complain requirement.
 5. The Registrar shall be made available by PHS Truck & Training Services to the Students to deal with student complaints in a timely manner. The Registrar may be contacted using the following information:

Gurpal Singh
PHS Truck & Training Services
2705 Slough St, Mississauga, L4T 1G2
Ph # 416.676.8908 or email: gurpalnijher@gmail.com
 6. Arrangements for meetings and written responses from the person being complained about will be made in a timely and professional fashion. No complaint will go unanswered.
 7. Records of complaints will be maintained at the location where they originated for a period of at least three years.
36. (1)The student complaint procedure required under section 31 of the Act shall include,
(c) the process to be followed by the private career college in dealing with the complaint which shall include,
(i) giving the student making the complaint an opportunity to make oral submissions,
(ii) allowing the student to have a person present with the student at all stages of the proceedings, and
(iii) the right of the student to have the person referred to in subclause (ii) make the oral submissions on his or her behalf;
(h) a requirement that the college maintain a record of every complaint at the campus where the complaint originated for a period of at least three years from the date of the decision relating to the complaint, which record shall include a copy of the complaint, of any submission filed with respect to the complaint and of the decision.

STEP 1: The Student will request a meeting with the instructor responsible for the course to discuss the complaint verbally.

If not resolved at this level, the Student will proceed to Step 2.

STEP 2: The Student will submit a completed written complaint to the Registrar. The Registrar will arrange a meeting with the Student and the Instructor within 2 days of receipt of the written complaint.

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If not resolved at this level, the Student will proceed to Step 3.

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STEP 3: The student will submit a completed written complaint to the Director. The Director will arrange a meeting with the student and the Instructor within 2 days of receipt of the written complaint.

Kulwinder Singh
PHS Truck & Training Services
2705 Slough St, Mississauga, L4T 1G2
Ph # 416.826.2451 or email: phstraining1@gmail.com

The Director will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 3 days of the meeting. This response will include a decision statement, together with the reasons for which the decision is based.

If not resolved at this level, the student will proceed to Step 4.

STEP 4: If not resolved in Step 3, the student will proceed to contact the superintendent using the following contact information via PARIS database system located at: <http://www.tcu.gov.on.ca/pepg/audiences/pcc/paris-reference-guide-for-students.pdf>

PHS Truck & Training Services Representatives:

Note: All listed individuals are subject to change with notice given to the Student.

Registrar / Administrator:
Gurpal Singh
2705 Slough St, Mississauga, L4T 1G2
Ph # 416.676.8908 or email: gurpalnijher@gmail.com

Director:
Kulwinder Singh
2705 Slough St, Mississauga, L4T 1G2
Ph # 416.826.2451 email: phstraining1@gmail.com