

<b>SOUTHWEST FIRE ACADEMY</b>		<b>POLICY 400-005</b>	
<b>POLICY</b>	<b>SECTION:</b> 400 - Student		
	<b>TITLE:</b> Student Complaint Procedure		
	<b>Date Approved:</b> January 15, 2016		<b>Revision Dates:</b> June 1, 2016
<b>Subject:</b>  Student Complaint Procedure			
<b>Scope:</b>  This policy applies to all students of the Southwest Fire Academy			
<b>Purpose:</b>  To establish a procedure to manage student complaints in accordance with the Private Career Colleges Act 2005			
<b>Procedure:</b>  <u>Formal Complaint Procedure:</u>  <b>Student Rights</b> – The student has the right to have any person present with them at all stages of the proceedings, and the student has the right to have that person make oral submissions on his or her behalf.  <b>Step One</b> - In the case where a student is unable to achieve a satisfactory resolution using the informal direct discussion approach recommended above, the student can request that a more formal complaint procedure be launched.  To do so, a student must complete and sign an original Student Complaint Form (SFA Form 400-003) recording his/her concern and documenting the student's desired resolution. The student must submit the original form and one signed copy to the President of Southwest Fire Academy or his / her designate, who will co-sign the forms in Part A, return the original to the student and keep the copy in the student's academic file.			

**Step Two** - The Southwest Fire Academy President or designate will arrange to meet with the student within two working days of the date of the written complaint. If, as a result of that meeting, the student and the Program Lead Instructor decide to implement a mutually agreed to complaint resolution plan, then that decision, the reason for the decision, and a description of the resolution plan must be recorded by the Program Lead Instructor in Part B on the student's original complaint form. The original form must be co-signed by the student and the staff member in Part B of the form. The original must be returned to the student and a copy must be filed in the student's academic file.

**Step 3** - If the student and the Program Lead Instructor reach a mutually agreed to resolution in step 2 above then the plan must be implemented and the Program Lead Instructor must follow up to ensure the resolution plan satisfactorily resolves the concern.

Upon mutually satisfactory resolution of the student concern, the Program Lead Instructor will meet briefly with the student to close the concern and record in Part B of the original Student Complaint Form a confirmation that the concern has been satisfactorily resolved. The student and the Program Lead Instructor will sign the declaration at the bottom of Part B. The original form will be given back to the student and a copy will be filed in the student's academic file.

Review Process:

Where a student concern has arisen that could not be resolved to the student's satisfaction, through the formal procedure outlined above, the student may initiate an appeal. The student must complete and sign Part C (Request for a Review) of the original Student Complaint Form setting out the reasons why the formal procedure resolution was unsatisfactory. The student will again keep the original form and a copy will be submitted to the Southwest Fire Academy President.

The Southwest Fire Academy President will form a Student Complaint Committee to investigate the student's concern and meet with the student within two (2) working days of the request for a review to discuss resolution. The committee will consist of a minimum of 3 people including an instructor, a student representative and a Director of Southwest Fire Academy.

The Committee will report to the student by completing and signing Part D of the Student Complaint form within five (5) days of the conclusion of its resolution investigation process. The written report will include a summary of the investigation findings and the committee's complaint resolution decision including the reasons for arriving at that decision.

The student will be given the original signed copy of the student complaint form. A copy of the student complaint form will be retained in the student's academic file.

If the student is not satisfied with the college's decision after the review process, he/she can file a complaint with the Superintendent of private career colleges, provided the student is attending a program approved under the Private Career Colleges Act, 2005.

**References:**

- Private Career Colleges Act, 2005
- SFA Form 400-003 – Student Complaint Form

**Notes:**



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