PROCEDURE

Procedure Number: 1
Effective Date: 2026-08-01
Review Date: 2026-08-01
Next Review Date: 2027-08-01

STUDENT COMPLAINT PROCEDURE

1. COMPLAINT REQUIREMENTS

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 complaint requirement.

5. The Administrator will also ask for a copy of any written response(s) from those already contacted by the student in accordance with the procedure.

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.

2. COMPLAINT PROCEDURE

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 Instructor/Case Manager, using the following contact information:

info@seiutrainingcentre.ca

The Case Manager 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 discussion will be recorded via transcript and audio.

The Case Manager 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 minutes of meetings held.

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

Step 3

The student may submit a completed written complaint to the Dean of Education, using the contact information:

Dean@seiutrainingcentre.ca

The Dean of Education will arrange a meeting with the student within 7 days of receipt of the written complaint (which should include the Case Manager's 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 discussion will be recorded via transcript and audio.

The Dean of Education 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 transcript of the meeting.

3. EXTERNAL COMPLAINT PROCESS

If you are not satisfied with the resolution of your complaint, you may submit your complaint to the Superintendent of Private Career Colleges through PARIS, the automated system.

First, please go to this website:

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

A guide for creating a student user account is available at the following URL:

http://www.tcu.gov.on.ca/pepg/audiences/pcc/paris-enrolment-guide-for-new-users.pdf

You will need to Register as a new PARIS user input your contact information and answer security questions. Once you have completed this process, an email will be sent to you at the email address you submitted with a temporary password. Please log in to PARIS and change the temporary password to a permanent one. Once you have gained access to PARIS, you will be prompted for your contact information to ensure that we can get back to you.

At that time, PARIS will confirm that you have completed the student complaint procedure at the private career college you are attending. If you haven't, you will need to do so before the ministry can address your concerns.

If you have completed the complaint procedure at the campus level, PARIS will move you forward and will prompt you to fill in information about the private career college you attended, the program and will give you space to describe your complaint and upload supporting documents. These documents are:

1. Student Contract

2. Written complaint submitted to the private career college

3. Submissions made to the private career college as part of the complaint

4. Written decision provided to you by the private career college as part of the student complaint procedure

5. Proof of Payment for your tuition

Once you sign the declaration and consent, you will be able to submit your complaint, and you will be contacted by an inspector who will review the documents and advise you on next steps.

A guide for submission of student complaints can be found at the following URL in case you need any additional assistance in lodging your complaint:

http://www.tcu.gov.on.ca/pepg/audiences/pcc/paris-reference-guide-for-students.pdf

4. APPROVAL			
APPROVED BY	**TITLE**	**SIGNATURE**	**DATE**
Dr. Siobhan Bell DNP, MN, BScN, RN	Senior Executive Director		2026-08-01