

## COLLEGE PROCEDURE

Procedure No. & Title: **C-319p Complaint – Procedure**  
Effective: 2026-05-01

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### PROCEDURE

#### *Forms & Templates*

Staff and students can access complaint forms on the Eastern College and triOS College websites by visiting the Policies pages. The forms are located under **Corporate Policy C-319: Student Complaint** on the Eastern Policies and triOS Policies pages:

Eastern College: [Policy Page](#) | [Eastern Policies](#) | [Eastern College](#)  
triOS College: [Policy Page](#) | [triOS Policies](#) | [triOS College](#)

#### *Student Complaints*

We are committed to delivering the best quality of Career College education available. Our vision is: **To improve lives through exceptional education experiences**. In accordance with our vision, we take feedback from our students, employers, and employees seriously. Most issues can be handled informally through discussion directly with a college staff member. However, if the issue cannot be resolved informally, the Student Complaint Procedure provides our college students with a 4-level escalation procedure. Each level of the four level procedures is outlined below:

**Students have thirty (30) days from their last day of attendance to lodge a complaint. This does not apply to students who have been expelled from their program. See the A-121 Academic Withdrawal Policy for details.**

**Note:** The student has the right to have another person accompany them, as a representative, in all stages of this procedure. The other person may not be a party to the same complaint. This representative has the right to make oral submissions on behalf of the student. If a representative is requested, the College requires the party be identified by name and the relationship of the representative to the student be disclosed to the College at the time the meeting(s) is requested. The College also reserves the right to include another campus staff member or other representative to be included in all levels of this process.

#### ***Level 1 – Informal Suggestion/Complaint***

The College endeavours to provide the most positive environment for our students' educational experience. From time to time, students may have a suggestion or concern that they would like to bring to our attention. Students are encouraged to address any concerns immediately: We do not want to let a minor problem develop into a major one.

We encourage informal discussion with the employee(s) involved as a first step.

If, after the conversation with the employee(s), the student feels that their question/concern has not been answered to their satisfaction, they should meet with the Campus Director/Remote Education Director for an informal discussion.

The mutual objective of this meeting will be to resolve the question/concern. The Campus Director/Remote Education Director will provide a verbal resolution at the closure of the meeting. The College supports informal verbal resolution of issues whenever possible.

***Level II - Written Complaint with Campus Director/Remote Education Director***

Most complaints can be resolved informally at Level I through a dialogue between the student and their Campus Director/Remote Education Director. However, if a student believes that the verbally offered resolution does not resolve their issue(s), they can escalate their concerns by submitting a formal Written Complaint to their Campus Director/Remote Education Director (contact information can be found on the Student Web under Contacts). The Campus Director/Remote Education Director will provide the student with the official College Student Complaint Level II form. The student must complete the form and return the original to the Campus Director/Remote Education Director within two (2) business days.

Upon receipt, the Campus Director/Remote Education Director will schedule a meeting with the student to review the written complaint within two (2) business days. If a resolution is reached during this meeting, the resolution will be documented and there will be signoff that all parties have accepted the resolution. If no meeting is requested, or if there is no resolution obtained in this meeting, then the Campus Director/Remote Education Director or a representative from the school will respond with a written decision, with reasons, to the student within five (5) business days, not including the meeting date. This response will be provided to the student through email to their personal and school email addresses. A copy will be kept in the student's digital file.

***Level III - Written Complaint to the College Campus Support Centre***

Before continuing to a Level III complaint, the student must meet with the Campus Director/Remote Education Director. In unusual circumstances, a student may not be satisfied with the resolution provided at the Level II complaint's conclusion. In these occasional cases, the student must request a Level III Complaint Form from the Campus Director/Remote Education Director and return a detailed response (Complaint Form III and supporting documentation) to the Campus Director/Remote Education Director or the Program Administrator from the school.

The response must be in writing using the complaint form, and the student is to retain a copy and deliver the original within five (5) business days from the day following the date included on the initial response of the initial written response from the school.

Upon receipt, the Campus Director/Remote Education Director will forward the student's response to the College Campus Support Centre for review by the Regional Director of Operations. Within five (5) business days of the receipt of the written complaint form, (not including the date of receipt), the Regional Director of Operations will contact the student to set up a meeting to discuss their concerns, either by phone, via Teams or in person (if applicable).

Based on this meeting, the student may expect a written decision with reasons from the College Campus Support Centre within five (5) business days following the date of their discussion with the Regional Director of Operations. This response will be provided to the student through email to their personal and school email addresses. A copy will be kept in the student's digital file.

On rare occasions, extenuating circumstances may prevent a student from submitting an initial written student complaint. In these circumstances, these timelines may be adjusted at the discretion of the Regional Director of Operations. A request for an extension must be made in writing to the Regional Director of Operations.

If the complaint remains unresolved after meeting with the Regional Director of Operations, the student may escalate the complaint to the Vice-President of Operations, following the same procedure. The RDO will support the student in escalating their complaint to the VPO.

***All documents and forms relating to a complaint will be kept in the student's digital file.***

#### ***Level IV - Written Complaint to Provincial Regulating Body***

The College is a Private Career College registered under the *Private Occupational Training Act* (New Brunswick), the *Private Career Colleges Act* (Nova Scotia) and the *Career Colleges Act* (Ontario). The College is also approved to administer both the federal and provincial student loans. As such, the College is regulated, monitored, and audited for various procedures, including its Student Complaint Procedure. The College has an excellent track record for all regulatory matters with various provincial departments and strives to ensure that its operations comply with the letter and spirit of the associated Acts.

Although the objectives of Levels I - III are to resolve the student's concern/issue, there may be instances where the student remains dissatisfied with the resolution. In these cases, the student may refer their issue in writing to the following Provincial Regulatory Bodies:

#### **Nova Scotia:**

Department of Advanced Education, Private Career Colleges Division:

[Department of Advanced Education: contacts - Government of Nova Scotia](#)

#### **New Brunswick**

The Department of Post-Secondary Education, Training and Labour, Private Occupational Branch: [student-complaint-form.pdf](#)

#### **Ontario:**

Superintendent of Private Career Colleges. The student may submit a complaint electronically to the Superintendent of Career Colleges through the PARIS System:

[Log in or register | PARIS: Program Approval & Registration Information System](#)

**The Colleges Provincial Regulatory Bodies are the final stage of complaint review.**