



## Student Complaint Procedure Guide

### General Overview

IBT College is committed to the prompt and equitable resolution of student conflict issues to the satisfaction of both the student and the College.

This Student Complaint Procedure Guide is designed to provide students with a formal step by step process to be followed whenever the daily interaction with the college's staff does not provide the student with a satisfactory resolution to a concern.

There's no such case as a "minor concern"; All your concerns are important to us. Should you have any problems or concerns during your training period, we encourage you to immediately discuss them with the staff member directly involved.

Should the resolution to your concern require further attention, we encourage you to take the following steps:

### Formal Complaint Procedure

1. In the case where a student is unable to achieve a satisfactory resolution using the informal direct discussion approach recommended above, the student must submit a written complaint to the Campus managing Director, using the following contact information:

**Farrah Beisha**  
**Campus Managing Director**  
**47 Sheppard Avenue East, 5th Floor**  
**Toronto, ON**  
**M2N 7E7 Tel**  
**416.963.1211**  
[fbeisha@ibtcollege.com](mailto:fbeisha@ibtcollege.com)

The letter must describe both the concern and the desired resolution.

2. The Campus Director will arrange to meet with the student within two working days of the date of the written complaint. The student will have the opportunity to make an oral presentation of the complaint at this meeting. If preferred, the student has the right to choose another person to represent him/her and speak on his/her behalf during the meeting. The meeting discussion will be minuted.

3. The Campus Managing Director 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.

Upon mutually satisfactory resolution of the student concern, the Campus Director will meet briefly with the student to close the concern and ask the student to sign a resolution minute that will be added to the student's administrative file.

If the concern has not been resolved at this point, the student will proceed to step 4.

4. The student will submit a completed written complaint to the President of the college, using the following contact info

**Joe Shokour**  
**President**  
**47 Sheppard Avenue East, 5th Floor**  
**Toronto, ON**  
**M2N 7E7 Tel**  
**416.963.1211**  
[jshokour@ibtcollege.com](mailto:jshokour@ibtcollege.com)

The President of the college will arrange a meeting with the student within 7 days of receipt of the written complaint (which should include the Campus Managing Director's response with recommended solutions and the student's objections or comments regarding the solutions offered by the Director).

During this meeting the student will have the opportunity to make an oral presentation of the complaint. If preferred, the student has the right to choose another person to represent him/her and speak on his/her behalf during the meeting. The meeting discussion will be minuted.

5. The President of the college 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.

Upon mutually satisfactory resolution of the student concern, the Campus Director will meet briefly with the student to close the concern and ask the student to sign a resolution minute that will be added to the student's administrative file.

6. If not resolution is reached at this level, the student will proceed to contact the Superintendent of Private Career Colleges, Ministry of Advanced Education and Skills Development using the following contact information:

**Superintendent of Private Career Colleges**  
**Ministry of Advanced Education & Skills Development**  
**77 Wellesley Street West, Box 977**  
**Toronto, Ontario M7A 1N3**

The Ministry complaint form (available online) must be filled in and signed and then mailed to the address mentioned above. The student must fill in e-mail address and phone numbers where they can be contacted.

The student must also attach the letter to the Campus managing Director and the letter to the President of IBT College and the resolution letters from the college, a copy of the enrollment contract and any other correspondence that may be useful while reviewing the complaint.