Chellsey Institute of Beauty & Health

STUDENT COMPLAINT RESOLUTION PROCEDURE

Chellsey Institute of Beauty & Health Inc. is committed to the prompt and equitable resolution of student conflict issues to the satisfaction of both the student and The Institute.
The Student Complaint Procedure is designed to provide students with both an informal and formal process whereby a student may request the review and resolution of a concern if satisfactory resolution has not been reached by way of the daily problem-solving activities between staff and students which, in most cases, result in immediate resolution.
The student has the right to present his/her case orally and be accompanied by an individual of his/her choice during all stages of the student complaint process. The support person will also be allowed to make oral submissions on the students' behalf.

Students are encouraged to work out any concerns with their instructor.
If the issue cannot be resolved with the instructor, the student may express their concern to their Campus Director.
Prior to meeting the Campus Director, the student must use the Student Concern Form (see the Campus Administrator to obtain a form) to submit the complaint. The student must include the following in writing addressing their concern to the Campus Director:

- The nature of the concern
- Time and date of the occurrence
- The facts surrounding the concern
- The individual(s) involved
- The recommended solution

The Student Complaint Form must be signed and dated by the student who has launched the complaint. Once signed, a copy of the form is given to the student, and the original is given to the Campus Director, who will keep it in a secure location.

Upon review of the complaint form, the Campus Director will arrange to meet with the student within two (2) business days of the date of submission, at a mutually agreed upon time. At this meeting the student will have an opportunity to make oral submissions, notes will be taken during this meeting which will be summarized and included with the other complaint records. The Campus Director will investigate the matter by interviewing any additional parties. The Campus Director will take measures and precautions not to relay any confidential information provided by the student to the other parties.
A written record of the investigation, including a written summary of any oral submissions will be kept by the Campus Director in a secure location in the Student Complaint file.

The Campus Director will meet with the student who launched the complaint, when the investigation is complete. If a satisfactory resolution is achieved during the meeting, the Campus Director will close the concern and record a description of the mutually satisfactory outcome of the resolution within five (5) business days from the first meeting.

The student who launched the complaint and the Campus Director will sign the declaration of resolution. A copy will be delivered to the student in writing with an explanation for resolution and a copy will be filed in the Student Complaint file.

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Review Process

Where a concern has arisen that has not been resolved to the Student's satisfaction following the procedure outlined above, the student is required to complete and sign Part C (Request for a Review) of the original Student Complaint Form setting out the reasons why the resolution was unsatisfactory and submit this form to the Campus Administrator. The student will be given a copy and the original will be given to the Campus Director.

The Campus Director will forward the complaint along with the written record of the investigation referenced above to the President of The Institute. The President will investigate the student's concern and meet with the student within two (2) working days of the request for a review to discuss and try to reach a resolution satisfactory to both parties.

The President will review the complaint and all records related to it and report to the student on his findings by completing and signing Part D of the Student Complaint form within five (5) days outlining the conclusion of their resolution investigation process.
The written report will include a summary of the investigation findings and the President's complaint resolution decision including the reasons for arriving at the decision.

A copy of the complete record relating to their complaint including the final copy of the complaint form signed by the President and any other submissions filed with the complaint will be provided to the student. The original, complete records will be filed in the Student Complaint file in a secure location where they will be retained for a minimum period of three (3) years.

If a student is not satisfied with a career college's resolution of his or her complaint, the student may refer the matter to the Superintendent of the Career College Branch of the Ministry of Trade Colleges and Universities with a copy of the record of the complaint. You will receive an acknowledgement of the submission within one business day.

The Superintendent will review the student's complaint to determine if the career college operated in compliance with all applicable regulations and advise the student of their findings. The submission by the student must be completed via internet by accessing the link below and following the procedure outlined therein.
Link: http://www.tcu.gov.on.ca/pepg/audiences/pcc/paris-reference-guide-for-students.pdf

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Student Signature Date