



CCTCM Student Complaint Procedure

1. PURPOSE

Canadian College of Traditional Chinese Medicine (CCTCM) is committed to providing high quality education and services for students. We recognize that students will, from time to time, have concerns about their educational and service experience and require guidance in addressing these concerns. To ensure the prompt and effective response to student complaints, students must endeavour to bring their complaints forward as soon as possible after the concern has arisen. College directors, who receive a student complaint, must endeavour to resolve the complaint as soon as possible after it is received.

The following procedures are designed to ensure a prompt and where possible, informal resolution to student complaints. These procedures are intended to address issues and/or concerns for all of Students.

2. SCOPE

This procedure is to be used by students and/or their duly designated representatives who wish to initiate a complaint regarding instruction, services, college employees, CCTCM policy, practices or procedures.

A duly designated representative is a person who has been given express authority to act by either a student or a group of students and usually requires a letter from the student(s) authorizing a named individual to act.

3. RESPONSIBILITIES

An individual receiving a complaint must make reasonable efforts to resolve the complaint as promptly as possible and notify the student of the response to the complaint. If an individual receiving a complaint is unable to address the matter, it should be referred to the appropriate person for resolution.

It is the responsibility of the administrator to issue a written decision at the end of Step 2 within the stated timelines.

4. Procedure

4.1. Step 1

- 4.1.1. The student will contact the College employee to discuss the complaint or concern within thirty (30) business days of the incident(s) giving rise to the complaint, except in extenuating circumstances, which, in the opinion of the college, would justify an extension.
- 4.1.2. Complaints or concerns related to the perceived delivery of a program based on the marketing or advertising of a program must be raised with the director of the school responsible for the program within six (6) months of the student's completion or exit from the program.



- 4.1.3. In communicating their concern, the students will state their complaint clearly, preferably in writing. The student should retain a copy of their written complaint.
 - 4.1.4. The employee will review the concerns outlined by the student and seek clarification, if needed.
 - 4.1.5. The student and the employee will explore ways to resolve the concerns and record them for action/distribution as appropriate.
 - 4.1.6. If the student and employee are unable to resolve the issue, the student may choose to proceed to Step 2.
- 4.2. Step 2**
- 4.2.1. If concerns have not been resolved with the College employee as described in Step 1, the student may choose to contact the appropriate director.
 - 4.2.2. The student will provide a signed written complaint to the director providing the following information:
 - a) Description of the complaint, including time and date;
 - b) Employee involved (if relevant);
 - c) Names of witnesses, if any;
 - d) Action taken to date, including details Step 1; and
 - e) Resolution sought.
 - 4.2.3. The director will review the student's complaint and seek clarification, as necessary.
 - 4.2.4. Within seven (7) business days of reviewing the complaint with the student, the director will investigate the merits of the complaint, which may include a discussion with any relevant individuals. The investigation will follow any method deemed appropriate.
 - 4.2.5. As relevant, the director will give the employee the opportunity to respond in writing to the specific concerns raised by the student within five (5) business days.
 - 4.2.6. If the complaint is deemed to have merit, the director will identify a resolution and advise the student(s) and other relevant individuals, in writing. As necessary, the director will bring the employee and student together to discuss the situation, clarify the complaint, and develop a strategy to resolve the complaint.
 - 4.2.7. If the complaint lacks merit, the director will inform the student(s), and employee (as relevant) in writing and provide reasons no further action will be taken.
 - 4.2.8. If the complaint is deemed to be false, frivolous, vexatious, or made in bad faith, the director will meet with the student (complainant) to discuss the motivation for the complaint.



5. Time Limits

Time limits may be extended by CCTCM if an extension of time will aid in the resolution of a student complaint or if there are justifiable reasons for a student's delay in bringing forward a complaint. Late submission of a complaint may make resolution more difficult, but it does not invalidate the complaint.

6. Privacy

Privacy considerations prohibit disclosure of actions taken in relation to a complaint involving employees of CCTCM or other students.

7. Protection

A student will not be subjected to discipline, retaliation or any adverse action for filing a legitimate complaint.

8. Withdrawing a Complaint

A student may withdraw a complaint at any time by simply advising the person to whom they have brought the complaint that they no longer wish to proceed.

Where a student has initiated a formal complaint, they may withdraw the complaint by writing the Dean or Director requesting that the complaint be withdrawn.



CANADIAN COLLEGE OF
TRADITIONAL CHINESE MEDICINE

Student Complaint From	
Name:	Student Number:
Email:	Phone Number:
Date:	Student Program:
Nature of the Complaint:	
Date of Incident(s):	
Individual(s) Involved:	
Location of Incident(s):	
Witness(es) to the Incident (if any):	
Consequences of the Incident(s):	

I understand that by submitting this written complaint, an investigation may be conducted into the merits of my complaint and that I may be required to provide additional information as to the facts of my complaint.

I understand that no adverse action will be taken against me for filling a legitimate complaint.

I understand that my complaint may be withdrawn through written notice to the Dean, or Director. I also acknowledge that I have been encouraged to attempt an informal resolution of my complaint prior to initiating a written complaint.

Signature:

Date: