



# Excellence Imperial Career College (EICC) Student Complaint Procedure

## General Guidelines

Excellence Imperial Career College is committed to the fair treatment of its students and its employees and to an open and collaborative approach when dealing with student concerns. We will try to resolve complaints informally wherever possible while keeping in mind that formal resolution processes may be required to satisfactorily resolve the issue.

- All complaints must be in writing. Anonymous complaints will not be considered.
- All complaints are confidential.
- Lodging a complaint will have no adverse consequences on the status of the complainant in their course or program of study.
- Student complaint policies and procedures apply to individual or group complaints.

The college will maintain a record of every complaint at the campus where the complaint originated for a period of at least three years from the date of the decision relating to the complaint, which record shall include a copy of the complaint, of any submission filed with respect to the complaint and of the decision.

The college will also provide the student who makes a complaint with a copy of the record including a copy of the complaint, of any submission filed with respect to the complaint and of the decision.

## 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 their complaint in writing to the Director of Administration, using the following contact information:

Director of Administration  
Excellence Imperial Career College  
2442 St Joseph Boulevard, Unit 102, Ottawa, K1C 1G1  
diradministration@eiccollege.ca

The Director of Administration 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 have another person make the oral presentation on his/her behalf. This meeting will be summarized in written minutes.



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The Director of Administration 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 will submit a written complaint to the Director of Appeals, using the contact information:

Director of Appeals  
Excellence Imperial Career College  
2442 St Joseph Boulevard, Unit 102, Ottawa, K1C 1G1  
diracademics@iccollege.ca

The Director of Appeals will arrange a meeting with the student within 7 days of receipt of the written complaint (which should include the Director'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 have another person make the oral presentation on his/her behalf. This meeting will be summarized in written minutes.

The Director of Appeals 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 you are not satisfied with the resolution of your complaint, you may submit your complaint to the Superintendent of Career Colleges through the PARIS system.

You can use the following link to access the PARIS system:

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

You will need to Register as a new PARIS user, input your contact information, and answer security questions. Once you have registered for a student account, you will have access to the PARIS Reference Guide for students in case you need assistance lodging your complaint. The reference guide can be found in the Tools & Resources section.