

Student Complaint Procedure

General Guidelines:

Smart Truck Training Academy 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.
- 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.

Records of Complaints will be maintained at the location where they originated for a period of at least three years.

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 a completed written complaint to the Administrator, using the following contact information:

Rajveer Singh
Smart Truck Training Academy
1550 South Gateway Road, Unit 338, Room B
Mississauga, Ontario L4W 5G6
smartrucktrainingacademy@gmail.com

The Administrator 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.

The Administrator 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 completed written complaint to the Director of Service, using the contact information:

Parvesh Rudra
Smart Truck Training Academy
1550 South Gateway Road, Unit 338, Room B
Mississauga, Ontario L4W 5G6
info@uniteddriverstraining.com

The Director of Service will arrange a meeting with the student within 7 days of receipt of the written complaint (which should include the Administrator'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 Service 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 may submit a student complaint to the:

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

A student complaint form for submission to the Superintendent can be found at

<http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/MinistryDetail?OpenForm&ACT=RDR&TAB=PROFILE&ENV=WWE&NO=022-58-1399E>