

## Topkaya Enterprise Ltd. O/A Topstone Career College Complaints Policy

Topstone Career College acknowledges the right of its students to complain when dissatisfied with service and encourages feedback from its students. Topstone Career College views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the student who has made the complaint; Topstone Career College tries not to be defensive or negative about feedback and complaints; and recognizes that properly handled complaints and feedback help the school to improve its business processes, and therefore, time spent on handling complaints is an investment in better service to their students.

Topstone Career College is committed to the prompt and equitable resolution of student conflict issues to the satisfaction of both the student and the College. 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 a 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 and be accompanied, always during the process, by an individual of his/her choice. In addition, the student can ask the individual who accompanies him/her to present the case on his/her behalf.

Students are encouraged to address any concerns immediately; please do not let a minor problem develop into a major one. Should you have any problems or concerns during your training period, we encourage you to discuss them promptly with the staff member directly involved.

If an oral complaint cannot be resolved the student will initiate Topstone Career College's official Student Complaint Procedure.

Student complaints must be made in writing to Tuba Topkaya – Manager, to her attention at 203-500 Fairway Road S, Kitchener, ON N2C 1X3.

To start the complaint, process a student must complete and sign an original Student Complaint Form, available from Tuba Topkaya, stating his/her concern and documenting the student's desired resolution. The student must submit the original form and one signed copy to Tuba, who will co-sign the forms in Part A, return the original to the student and keep the copy in the student's academic file. If the student wishes to make an oral submission of their complaint, they must nominate a representative who will document the details of the complaint and complete the required documents. All complaints, any submissions received, and decisions will be recorded on the Student Complaint Form.

Then Tuba will arrange to meet with the student within five business days of the date of the written complaint. If, because of that meeting, the student and Tuba decide to implement a mutually agreed complaint resolution plan, then that decision, the reason for the decision, and a description of the resolution plan must be recorded by Tuba in Part B on the student's original complaint form. The original form must be co-signed by the student and the staff member in subsection i) of Part B of the form. The original must be returned to the student and a copy must be filed in the student's academic file. Topstone Career College will decide on the complaint, wherever possible, within 10 business days of receiving the complaint, however, there may be circumstances when it takes longer to come to a decision.

## Topkaya Enterprise Ltd. O/A Topstone Career College Complaints Policy

If the student and Tuba reach a mutually agreed resolution as described above, the plan must be implemented, and Tuba must follow up to ensure the resolution plan satisfactorily resolves the concern. Upon mutually satisfactory resolution of the student's concern, Tuba will meet with the student to close the concern and record in Part B of the original Student Complaint Form a confirmation that the concern has been satisfactorily resolved. The student and Tuba will sign the declaration at the bottom of Part B. The original form will be given back to the student and a copy will be filed in the student's academic file. A second copy will be filed in the Campus Student Complaint Binder and kept for 3 years.

Where a student concern has arisen that could not be resolved to the student's satisfaction, through the formal procedure outlined above, the student may initiate an appeal. The student must complete and sign Part C (Request for a Review) of the original Student Complaint Form setting out the reasons why the formal procedure resolution was unsatisfactory. The student will again keep the original form and a copy will be submitted to Ismail Topkaya – Director, to his attention at 203-500 Fairway Road S, Kitchener, ON N2C 1X3 for review. Ismail will meet with the student within 5 business days to review their complaint and will provide a resolution within 10 business days, however, some situations may require additional time to determine a resolution.

The student will be given the original signed copy of the student complaint form. A copy of the student complaint form will be retained in the student's academic file and a second copy will be placed in the Campus Student Complaint Binder, where it will remain for a minimum period of three years. Topstone Career College will maintain this binder on-site for possible annual inspections.