



SOUTHWEST FIRE ACADEMY

POLICY 400-005
Rev.003

POLICY

SECTION: 400 - Student

TITLE: Student Complaint Procedure

Date Approved:

January 15, 2016

Current Revision Date:

June 30, 2025

Subject:

Student Complaint Procedure

Scope:

This policy applies to all students of the Southwest Fire Academy

Purpose:

To establish a procedure to manage student complaints in accordance with the Ontario Career Colleges Act, 2005

Procedure:

Student Rights

You have the right to:

- Bring a support person with you at all stages of the complaint process.
- Have that person speak on your behalf during meetings.

Step 1: Submit a Formal Complaint

If a concern can't be resolved through informal conversation, you may submit a formal complaint.

1. Complete the **Student Complaint Form (SFA Form 400-003)**.
2. Describe your concern and what resolution you're seeking.
3. Submit the original and a signed copy to the Director of Academic Operations or their designate.
4. They will:
 - Co-sign **Part A** of the form,
 - Return the original to you,
 - Keep the signed copy in your academic file.

Step 2: Meeting and Resolution Plan

1. Within **2 working days**, a meeting will be scheduled with you and the **Program Lead Instructor**.

2. If an agreement is reached:
 - The resolution is written in **Part B** of the form.
 - Both you and the instructor sign it.
 - You keep the original; a copy goes in your file.

Step 3: Follow-Up and Closure

1. The instructor will follow up to make sure the plan works.
2. Once resolved:
 - You and the instructor meet again briefly to confirm the issue is closed.
 - This is recorded in **Part B** and signed by both of you.
 - You keep the original; a copy stays in your file.

Review Process: If You're Not Satisfied

If you are not satisfied with the outcome:

1. Fill out Part C (Request for a Review) on your original complaint form.
2. Submit a signed copy to the Director of Academic Operations (keep your original).
3. A Student Complaint Committee will be formed within 2 working days. It will include:
 - One instructor,
 - One student representative,
 - One Director.
4. The committee will:
 - Investigate your concern,
 - Meet with you,
 - Make a decision.

Within **5 working days** of finishing the investigation:

- The committee's decision will be written in **Part D** of the form.
- You'll receive the signed original; a copy stays in your file.

Next Steps: Filing with the Superintendent

If you still feel your complaint is unresolved, you may submit it to the **Superintendent of Ontario Career Colleges**, as long as you are in a program approved under the **Ontario Career Colleges Act, 2005**.

Information on how to file a complaint is available at www.ontario.ca.

References:

- Ontario Career Colleges Act, 2005
- SFA Form 400-003 – Student Complaint Form A - D