

# Toronto Film School

## 15 Complaints Procedures

Toronto Film School is committed to the maintenance of an academic environment free of discrimination that complies with the federal and provincial laws of civil rights. The President will have the responsibility to review charges and complaints from any student. The President will have the dual function of safeguarding the rights and safety of the Institute community.

General student complaints should be addressed to the administrator of the department at which the complaint is directed. For complaints regarding other students, see Student Code of Conduct.

Complaints regarding academic issues should first be addressed to the faculty. Academic problems remaining unresolved should then be addressed to the appropriate program coordinator (Also see Academic Appeal/Petition.)

### 15.1 General Complaints Procedures

- 1) General complaints must be made in writing to the campus administrator who will direct the complaint to the administrator designated as the most able to address and resolve the complaint.
- 2) Within 5 business days of receiving the complaint, the designated administrator will meet with the student and provide an opportunity to make an oral submission(s).
  - a. Complainants are entitled to have another person present throughout the complaint process and/or to make oral submissions on behalf of the student.
  - b. There will be a written record of this meeting and the student will receive a copy of this record.
- 3) Within 15 business days, the designated administrator will respond to the complaint in writing. This response will include a decision statement, rationale for the decision and the record of the meeting with the student.
- 4) Should the complaint still not be resolved to the satisfaction of the student, they may appeal the decision to the President. All appeals must be in writing and addressed to:

Andrew Barnsley  
President, Toronto Film School  
College-Dundas Campus  
460 Yonge Street Toronto, ON M4Y 1W9

- 5) The Appeal statement must indicate why the student disagrees with the designated administrator's decision. The appeal documentation must include the original decision and any supporting and background information.

# **Toronto Film School**

- 6) Within 10 days of receiving the appeal, the president will meet with the complainant when s/he will have an opportunity to make an oral submission(s).
  - a. Complainants are entitled to have another person present throughout the complaint process and/or to make oral submissions on behalf of the student.
  - b. There will be a written record of this meeting and the student will receive a copy of this record.
- 7) The President will provide a written response to the student within 10 business days from the meeting. This response will include a decision statement, rationale for the decision and the record of the meeting with the student.
- 8) If not resolved at this level, the student may submit a student complaint electronically to the Superintendent of Private Career Colleges through the PARIS System at <https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/register.xhtml>
- 9) Student Services will maintain a file of each student complaint along with any submissions and decisions. A complainant has access to their complaints file which will be maintained for 3 years from the original date of the complaint.