

# **Northstar Truck Driving School Ltd.**

**5044 Walker Road, Windsor, ON N9A 6J3**

## **Student Complaint Procedure**

At Northstar Truck Driving School Ltd. we strive to provide a comfortable learning environment and encourage feedback. We are always looking for ways to improve our training and feel that our students can provide valuable information to enable us to continue to deliver quality training.

While our “open door policy” is in place to handle any small issues, we wanted to provide you with the procedure to bring forward a complaint.

Complaint procedures are noted below:

Student complaints must be submitted in writing, providing as much detail as possible to:

**Robert Labute (Owner/President)**

**5044 Walker Road Windsor, ON N9A 6J3**

- We will contact the student to schedule a meeting to discuss the complaint and possible resolution within 48 hours of receipt of the written complaint. The student is allowed to have another person present at this meeting and/or have another person make oral submissions on their behalf.
- Minutes will be taken during this meeting and a copy will be provided to the student with a copy kept in the student’s file at the campus for a minimum of 3 years.
- The Student will receive a decision, including justification in writing within 5 days from the date the meeting.

Should the student feel that a further review of the decision is needed they can request a review hearing by mailing a written request to the attention of:

**Jacque Labute**

**c/o 5044 Walker Road Windsor, ON N9A 6J3**

- We will contact the student to schedule a meeting to review the decision of the complaint within 72 hours of receipt of the written review request. The student is allowed to have another person present at this meeting and/or have another person make oral submissions on their behalf.
- Minutes will be taken during this meeting and a copy will be provided to the student with a copy kept in the student’s file at the campus for a minimum of 3 years.
- The Student will receive a decision, including justification in writing within 5 days from the date the meeting.

If the student is not satisfied with the outcome from the above process they are encouraged to refer the complaint to the Superintendent of Private Career Colleges located at the Ministry of Training, Colleges and Universities 77 Wellesley Street West, Box 977 Toronto, ON M7A 1N3

# **STUDENT’S COPY**

*(Reviewed March 2017)*

**We are committed to resolving any issue or complaint in a time sensitive manner.**

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*(Reviewed March 2017)*