



Student Complaint Procedure

The Student Complaint Procedure is intended to assist students who may have the perception of being treated unfairly or unlawfully by a school employee. This procedure applies to all students enrolled in any vocational program at GENESIS.

General guidelines

With complaints of unfair or unlawful treatment against an employee by a student in regard to the application of school policies, procedures, rules and regulations, attempts to resolve can be made without initiating the formal Student Complaint Procedure. It is generally beneficial for students to discuss any problem with school personnel prior to filing a formal complaint. Students should not hesitate to contact the Program Coordinator or the Chief Flight Instructor.

Students having a complaint with respect to unfair or unlawful treatment by GENESIS or a GENESIS employee in regard to the application of school policies, procedures, rules and/ or regulations, shall make every effort to resolve an issue prior to initiating the formal Complaint Procedure. Students filing a complaint may be accompanied by an advisor or representative of their choice at the student's expense at any level of the procedure.

Revisions to the deadlines for filing a complaint or providing a written response may be made due to extenuating circumstances such as exams, flight tests, vacation or illnesses. If the deadlines are changed by either party, the supervisor will verbally inform the student of the receipt of the complaint and give an estimated date for the response.

All written student complaints, including submissions to the Training Branch and decision documents, will be kept on file by GENESIS for three (3) years from the date of decision relating to the complaint. Copies of the Campus Administrator's decision will be sent to the appropriate employees at Level 1 and Level 2.

Designated individuals at GENESIS who are authorized to make decisions with respect to Level 2 and Level 3 written complaints are;

Level 2 Kevin Meek
Supervisor/ Chief Flight Instructor
877-359-3245 ext. 2 or kevin.meek@flygenesis.ca

Level 3 David Gascoine
Campus Administrator/ General Manager, GENESIS
877-359-3245 ext. 3 or david.gascoine@flygenesis.ca

Formal Complaint Procedure

Level 1- Verbal resolution with the employee

A complaint should be raised as soon as possible within ten (10) business days following an event that has created grounds for a complaint to be made. Students should attempt to gather all relevant information prior to contacting the employee involved. All attempts should be made to resolve the complaint informally.

Should the student and employee be unable to achieve a resolution ("completion of Level 1 efforts"), the student will then advise the employee that they are submitting a written complaint. The employee will then provide the student with a Student Complaint Form.



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Level 2 - Written complaint to the Supervisor/ Chief Flight Instructor

After having completed Level 1 efforts and received a Student Complaint Form, the student is expected to complete the Student Complaint Form describing the issue in as much detail as possible. The student should also attach any supporting documentation to be submitted with the written complaint. Students shall keep a copy of the complaint and supporting documentation.

Following completion of Level 1 efforts, the student will have ten (10) business days to submit the completed Student Complaint Form to the employee's supervisor (CFI). As well the student or person accompanying the student may make oral submissions to the supervisor in support of the written complaint. Upon receipt of the written complaint, the supervisor will have ten (10) business days to respond in writing to the student, including reasons for the decision.

Level 3 - Appeal to the Campus Administrator/ General Manager, GENESIS

Should a student not be satisfied with the written response from the employee's supervisor, he or she may appeal to the General Manager, GENESIS. An appeal must be made in writing within ten (10) business days of having received the response from Level 2. The student will be required to forward all correspondence and relevant documentation from Level 1 and Level 2 along with a cover letter to the General Manager, GENESIS.

The General Manager, GENESIS will discuss the complaint with all concerned parties and adjudicate the matter within ten (10) business days after having received all correspondence. The General Manager will then provide the student with the final decision in writing outlining the reasons as to what the decision was based on. This decision will be final.

Level 4 - Appeal to the Ministry of Training, Colleges and Universities

Should a student not be satisfied with the final decision made by the school, they may proceed with a formal complaint to the Superintendent of Private Career Colleges. The Student Complaint Form can be found at <http://www.tcu.gov.on.ca/pepg/audiences/pcc/statement.pdf>