



Flight 6ix Incorporated o/a Guelph Flight Centre
Policy 31: STUDENT COMPLAINT PROCEDURE

FILING A COMPLAINT

Should a student wish to file a complaint, he/she shall do so in writing and address it to:

**Compliance officer,
50 Skyway drive
Guelph, Ontario
N1H 6H8**

The General Manager will contact the student, by phone, or email in order to set up meeting to discuss the complaint in person within 5 business days.

The student may have a third person present in the meeting and may also elect to have that person make oral submissions on the student's behalf. The student should bring all supporting documentation to this meeting for review and discussion.

During this meeting, notes will be taken to record the meeting. The student will have an opportunity to read the notes, initial agreement to their content and receive a copy.

The General Manager will then investigate the complaint with the relevant party or department and notify the student in writing of the decision within 10 business days.

The written decision will include the method of investigation and the means by which the decision was reached.

Total time from the date the complaint is received and a decision is reached will be 15 business days.

DECISION REVIEW PROCESS

Should the student wish to have the decision reviewed, he/she may do so by submitting a request in writing within 10 days to:

A final decision will then be delivered to the student in writing within 10 business days of receiving the request for review.

Any student filing a complaint will be provided with a copy of the complaint, any submissions filed and the decision made.

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.edu.gov.on.ca/eng/general/priv_programs.html#filing

Note: *Guelph Flight Centre will retain a copy of all student complaints, relevant documents and decisions reached for a period of 3 years from the date a final decision is made at its campus at GUELPH AIRPORT*

Statement of Supremacy

1. **Primary Authority:** The Ontario Career College Act, 2005 (hereinafter referred to as "the Act") shall serve as the primary authority governing all operations, policies, and procedures of Flight 6ix Incorporated (o/a Guelph Flight Centre) related to career and vocational training.
2. **Supersession Clause:** In the event of any conflict or inconsistency between the provisions of the Act and any internal clauses, policies, or procedures established by Guelph Flight Centre the provisions of the Act shall prevail and take precedence.
3. **Compliance Requirement:** Guelph Flight Centre is committed to full compliance with the Act. All employees, students, and affiliates are required to adhere to the standards and regulations set forth by the Act.
4. **Policy Review and Amendment:** Guelph Flight Centre shall regularly review its internal policies and procedures to ensure alignment with the Act. Any necessary amendments will be made to resolve discrepancies and ensure full compliance.
5. **Notice of Supersession:** This notice serves to inform all stakeholders that any clauses or policies provided by Guelph Flight Centre that contradict or fall short of the standards established by the Act are considered null and void to the extent of the conflict.
6. **Reference:** Please refer to Ontario Career Colleges Act, 2005, ONTARIO REGULATION 415/06, under this link: <https://www.ontario.ca/laws/regulation/060415>
7. **Application:** This statement applies to vocational program students only

For more information please contact us: 50 Skyway Dr, Guelph, ON N1H 6H8,
Tel: (437) 256-8586 Email: info@flight6ix.ca , Website: www.flight6ix.ca