

Student Complaint Procedure

Corporate

Document #: PRO-TC27

Version: 05

Date issued: 12/20/18

1. Purpose

To address situations when a student wants to formally file a complaint with the Canadian Institute for Non-destructive Evaluation, hereinafter referred to as "CINDE".

2. Scope

This procedure shall be used whenever a complaint is received that cannot be addressed or resolved by using other applicable policies or procedures.

3. References

- 3.1. Private Career Colleges Act, 2005, 415/06
- 3.2. POL-C6 Quality Policy
- 3.3. POL-C2 Safety Policy
- 3.4. FCOR-7 Safety Rules
- 3.5. POL-TC4 Grade Remediation Policy
- 3.6. POL-TC3 Expulsion Policy

4. General

- 4.1. Before filing a complaint, students are encouraged to discuss their concern with their instructor and/or the CINDE Supervisor – Test Centre.
- 4.2. At any point during the complaint procedure all parties may have other representatives present/involved so long as PIPEDA¹ requirements are not violated. This pertains to both oral and written communications associated with the complaint.
- 4.3. Written and signed authorization of representation must be provided by the student prior to the release of any information pertaining to the complaint.
- 4.4. A complaint can be withdrawn at any time without prejudice or record after the fact.
- 4.5. In the event of extenuating circumstances, either the student or CINDE may ask to extend the time frames indicated in this procedure.

5. Procedure

- 5.1. If the student complaint cannot be resolved through informal discussion, then a complaint should be formally communicated to the Supervisor – Test Centre.
- 5.2. All formal complaints must be submitted in writing and delivered by hand, registered mail, or receipted email to the attention of Wendy Hind, Supervisor – Test Centre at:

Canadian Institute for Non-destructive Evaluation
135 Fennell Avenue West, Hamilton, Ontario, L9C 0E5
Email: w.hind@cinde.ca Phone: 905-387-1655

¹[Personal Information Protection and Electronics Documents Act](#)

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- 5.3. All formal complaints must be received by the Supervisor – Test Centre within 7 business days of the incident that prompted the complaint. The student is to carefully document the nature of the complaint and the informal steps taken to resolve the situation.
- 5.4. The Supervisor – Test Centre will review all documentation submitted and may request to personally meet with the student and/or their representative for an information discussion of the complaint. Consultation with other CINDE staff may be required to provide any other information that could aid in the resolution of the complaint.
- 5.5. As per 4.2 and 4.3, at any point during this complaint process the student has the right to make oral statements and/or have a representative present who may make oral submissions on the student's behalf. Depending on the location of the student and/or representative, a conference call may be required.
- 5.6. A final written response to the student will be communicated in writing by the Supervisor - Training within 5 business days from initial receipt of the formal complaint.
- 5.7. When the student and Supervisor – Test Centre are unable to resolve the complaint within 5 business days from initial receipt of the formal complaint, the student should further discuss their complaint with the President/CEO of CINDE. Other staff may be present during this discussion and as per 4.2 and 4.3, the student may also have other representatives present to provide oral submissions on behalf of the student.
- 5.8. The President/CEO will review all information pertaining to the complaint, including but not limited to verbal and written communication and information. A final response to the student based on the input of all parties concerned will be communicated in writing by the President/CEO within 10 business days from initial receipt of the formal complaint.
- 5.9. For PCC students only, when a complaint cannot be resolved to the mutual satisfaction of all parties concerned, the matter may be referred to the Superintendent, Ministry of Training, Colleges and Universities by any of the parties concerned.
- 5.10. For Mohawk College students only, when a complaint cannot be resolved to the mutual satisfaction of all parties concerned, the matter may be referred to the Mohawk College Program Coordinator by any of the parties concerned.
- 5.11. All information pertaining to the complaint will be maintained by CINDE in a secure electronic archive for a period of three years from the date of when the complaint was formally initiated.