

Complaint Procedures for CMAC Students

Canadian Music and Arts College (CMAC) is dedicated to serving our registered/graduated students with the best efforts and is committed to, under regulations by the *Ontario Career Colleges Act, 2005*, resolving any dispute between the students and CMAC. CMAC understands that not all complaints can be resolved with satisfaction to all the involved parties. As such, CMAC is committed to dealing with every single complaint through a timely and transparent process that reflects the nature of justice.

An CMAC student has the right to register any complaint against any administrative/ academic procedure when he/she perceives any type of discrimination or even harassment throughout the program. There are informal and formal procedures for the students to undertake to resolve a dispute. Because CMAC seeks the welfare of students so that they could enjoy quality education in a safe and healthy environment, CMAC encourages students to address any of their concerns immediately during the program period to avoid escalating a minor problem into any serious issue.

At any stage of the complaint process, CMAC students could have another person of their choosing be present with them and speak on their behalf at any point of time during the complaint process.

It should also be noted that CMAC students and the accused staff/personnel are allowed to record the audio of the conversation to keep as a proof at a later stage. Video recording that shows the faces is only allowed when the students and the accused staff/personnel are informed of the video recording.

Complaint report is attached as the last page of this document.

Initial Approach: Informal Procedure:

If an CMAC student has any concern at any moment while going through the academic procedures, administrative process, or any other campus-related events, the student is encouraged to promptly address and discuss the concern with the personnel or staff directly involved. The student could choose to either verbally discuss the concerns face to face with the personnel directly involved or to write an email/letter to the directly involved personnel/staff.

If the above approach provides satisfactory results to both parties, the staff should write a report to record the complaint event and submit the complaint report to the director of the program.

Second step: Formal Procedure

If the initial approach could not provide a satisfying resolution for the student, the student should then

- **Write a complaint report (email is acceptable)** to the office of administration, state the event and reason, and request the school administrator to set up a meeting for the student and the

appropriate personnel. The meeting should first be set up with the instructor, then the director, then the principals of CMAC, should the complaint from the students could not be resolved and a series of meetings are required to solve the issue.

- The meeting should be set up as soon as the informal procedure could not provide a satisfying solution to the discussed issue. A meeting should be scheduled within **3 working days** from the moment the initial approach fails to provide a solution to students' complaints. The meeting could be held in person or digitally by Zoom or Google Meet.
- If the appropriate school personnel happen to be unavailable (ex: away from the school for vacation, such as sabbatical leave), then the meeting should still be set up with the staff who is next in line with higher administrative authority. For example, if the instructor is unavailable, then the meeting should be set up with the department director.

The followings are to be noted by both CMAC staff members and CMAC students in each meeting:

- For every step in formal procedure, every correspondence outside the meeting regarding the disputed matter between the student and the school staff should be communicate **in writing (emails are acceptable)**.
- In each meeting, the students could be accompanied by another person of their choosing.
- In each meeting, audio recording from both parties is allowed. Video recording is also allowed if all the persons present in the meeting are informed. The video is solely kept as proof. It should not be used for any purpose of coercion, extortion, humiliation, distribution/upload/share to any social media for personal gain, or any act that violates Canadian Laws.
- **After each meeting**, whether the issue is resolved or not, **a staff from the office of administration should be present in the meeting and write a report after the meeting** to describe the complaint and the solutions provided in the meeting and a copy of such report should be sent to both parties to ensure there is no misunderstanding in the correspondence between both parties. The report should be co-signed by the student and school staffs who are present in the meeting. A copy of the signed report(s) with signatures from both the staff and the student should be submitted to the college and been kept in the student's file for a period of 3 years. An additional signed copy of the report(s) should be kept in school students' complaint binder for the compliance inspection.
- If the student is satisfied with the final decisions made during the meeting, then a staff from the office of administration should follow the above step to write a final report, obtain signatures from both parties, and brief the overall situations and final decisions to the principal, who will decide whether to dismiss the complaint or make a recommendation as to any further action in relation to the complaint.

Final step: Formal Procedure if CMAC could not offer a satisfying solution to the students

- If the scheduled meeting reaches the level that involves school principal to be present and the student is still not satisfied with the final solution, student could request the superintendent of the CMAC to review his/her concern/complaint.
- The student will need to first log into the PAIRS system and create a student account:
<https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/login.xhtml>
- Once the student has created a student account, the student could submit the complaint to the superintendent through PARIS system. All the complaints and concerns will then be handled through the PARIS system.

School Contact information:

1: To set up a meeting for formal procedure please contact:

School Manager: nicole.zhao@cmaccollege.ca or call (416)640-5098

2: Contact information of the principal who will give the final decision whether to dismiss the complaint or make a recommendation as to any further action in relation to the complaint:

inquiry@cmaccollege.ca or

call (416)640-5098 and let the receptionist transfer the call to principal's office

Canadian Music & Arts College Complaint Report

Name of the writer of this report:

Name of the student or school staff/personnel directly involved:

Witness (if any): Please state the name of the witness and the relationship with the school:

1. _____
2. _____
3. _____

Meeting (if there is any): State the date and time of the meeting, and all parties present

- 1.
- 2.
- 3.



CANADIAN
Music & Arts
College

Description of the Complaint process and dealings: Please describe the events clearly (If more space is needed, a blank page is provided at the end of this document)

Is the dispute resolved? Yes _____; No _____

Any Further meeting required? Yes _____; No _____

Signature of Report Writer

Signature of Student

Signature of attended School Staff

Canadian Music and Arts College

Unit 1, 3420 Pharmacy Avenue, Toronto, Ontario, M1W 2P7

www.cmaccollege.ca inquiry@cmaccollege.ca

If more space is required for writing the complaints, please continue writing in the following area. If more signatures are required, please indicate the name of the person, and use the following space for additional signature(s).



Signature of Report Writer