

Instructions

- Before sending this form to the Ministry, be sure that every question has been answered, that all required documents have been included (**do not send originals**) and that you have read the “Notice of Collection, Declaration and Consent to the Indirect Collection of Personal Information” section.
- You will be contacted if we require additional information, so please make certain that your contact information is correct.
- When completed and signed, send this form and its attachments to: Ministry of Training, Colleges and Universities, Private Institutions Branch, 900 Bay Street, 10th Floor, Mowat Block, Toronto ON M7A 1L2.

Student name			
Last name		First name	
Street address (number and street name)			Unit/Suite
City/Town	Province	Country	Postal code
Home telephone number ()	Work telephone number ()	FAX number ()	Cell phone number ()
E-mail address			

College name		
College address (number and street name)		City/Town
		Postal code


What is your complaint with the college? (If you need more space, either here or below, attach a separate sheet.)

What do you want the college to do to resolve your complaint? (If you need more space, either here or below, attach a separate sheet.)

Have you gone through the college’s student complaint procedure? Yes No

Notes:

- (1) Effective January 1, 2007, every private career college is required to have a student complaint procedure in place to resolve issues arising between the college and its students. As a student at a private career college, you must first go through the college’s student complaint procedure before filing a complaint with the Ministry.
- (2) The Ministry will review and investigate your complaint in the context of determining whether a private career college is in compliance with the *Private Career Colleges Act, 2005* and regulations made under the Act.

Please submit **two** copies of a completed Student Complaint Form and attach **two** copies of the following documents:
 (Do not send originals)

- your student contract with the college;
- the written complaint you submitted to the college;
- any submissions filed with the college with respect to the complaint; and
- the written decision provided by the college.

Notice of Collection, Declaration and Consent to the Indirect Collection of Personal Information

The information you have provided on this form and in other communications related to this complaint will be used by the Ministry of Training, Colleges and Universities to review and attempt to resolve the disagreement between you and the private career college and may also be used to administer and enforce the *Private Career Colleges Act, 2005* and the regulations made under this Act. For these purposes, the Ministry may need to exchange relevant personal information you have provided on this form and in other communications related to this complaint with others who have knowledge of the issues in dispute.

Your personal information is collected under the authority of s. 36(2) of O.Reg. 415/06 made under the *Private Career Colleges Act, 2005*. Questions about the collection of your personal information may be addressed to the Manager, Program Accountability Unit, Private Institutions Branch, 900 Bay Street, 10th Floor, Mowat Block, Toronto ON M7A 1L2, (416) 314-0500. For more information about your rights under the *Private Career Colleges Act, 2005*, please visit the Ministry’s website at <www.edu.gov.on.ca/eng/general/private.html>.

By signing this form,

- you declare the information you provide to be true and correct; and
- you consent to the Ministry’s indirect collection of relevant personal information for the purposes described above.

X _____
Student Signature

Date (dd/mm/yyyy)