

Student Complaint Procedure

NetSoft College of Technology strives to provide positive learning experiences for all students. Sometimes, unforeseen problems may arise. If an incident occurs, NetSoft wants to resolve any issue in a satisfactory and timely manner.

Students are encouraged to speak directly to their Instructor or the Manager, Training Department about any conflicts or concerns. If the problem(s) cannot be resolved in this manner, students are then required to complete a *Student Complaint Form*. Any documentation related to the complaint should be described or attached to the *Student Complaint Form*. The student must file a formal complaint within 30 business days of the alleged issue unless proof can be provided for a delay beyond 30 business days. Please note that NetSoft reserves the right to reject complaints submitted beyond 30 business days of the problematic event's occurrence.

Students should follow the steps outlined below to resolve complaints.

- 1. First Meeting:** The student should attempt to resolve the complaint immediately with the person directly involved. This meeting should take place outside of the classroom environment. The student should bring materials pertaining to the complaint. Each individual should take notes of the meeting to ensure mutual clarification and for later reference, if needed. The first meeting can be completed by teleconference. All the meeting minutes will be documented and signed by both parties. There may be instances when the student cannot meet with the individual involved. If this is the case, the student should proceed to step 3.
- 2. Meeting with Manager:** If a student is unable to resolve the informal complaint with the individual involved, they must request a meeting with the Manager, Training Department within 10 business days after the first meeting. The Manager, Training Department will respond to the request by scheduling a meeting within 10 business days to discuss the issue. All parties should make every effort to resolve the complaint at this level. All the meeting minutes will be documented and signed by both parties.
- 3. Written Complaint:** If the student cannot resolve the complaint in one of the aforementioned meetings, the student must submit the *Student Complaint Form* available from the Training Department within 10 business days. The student should provide specific details and any supporting documentation. Complaints should be submitted to the Manager, Training Department at NetSoft College of Technology at the following address:
Address: 135 Matheson Boulevard East, Mississauga, Ontario L4Z 1R2
Email: training@netsoftcollege.com
Phone: (905) 812-2923
- 4. Complaint Review:** NetSoft's Complaint Committee will review the complaint.
- 5. Investigation:** The Complaint Committee will conduct a thorough investigation of all allegations. The fact-finding process may include meeting with the Instructor; the student; and the Manager, Training Department to obtain additional details.
- 6. Final Determination:** Once the Complaint Committee concludes its interviews and evidence review, it will make a final determination and inform all the parties involved of the decision in writing, along with the reasons for the decision, within 30 business days from the submission of the complaint.
- 7. Appeal:** If desired, the student can request an appeal within 10 business days of the Complaint Committee's final determination. In the case of an appeal, the student should email NetSoft's Governing Board, including the CEO, at tariq.azad@netsoftcollege.com. The student will receive an email within two business days acknowledging receipt of the appeal request.

8. **Final Decision:** NetSoft's Governing Board, including the CEO, will make the final decision. The student will receive written notification regarding the final resolution within 10 business days, including a list of reasons for the decision. The student will be provided with a copy of the *Student Complaint Form*, any submitted files, and the final decision.

Note: If the student is not satisfied with NetSoft's final decision, the student may submit a complaint to:
Superintendent of Private Career Colleges
Ministry of Colleges and Universities
77 Wellesley Street West, Box 977, Toronto, Ontario M7A 1N3

Students may submit their complaint to the Superintendent of Private Career Colleges through PARIS, the new automated system. First, please go to this website:
<https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/login.xhtml>

A guide for creating a student user account is available at the following URL:
<http://www.tcu.gov.on.ca/pepg/audiences/pcc/paris-enrolment-guide-for-new-users.pdf>

A student complaint form for submission to the Ministry of Colleges and Universities can be found at
<http://www.forms.ssb.gov.on.ca>

If a student has exhausted both their learning provider's complaints process and ACCA's, they can escalate the complaint to the appropriate regulator, details of which can be found on the ACCA website at the following link:
<https://www.accaglobal.com/gb/en/footer/footer/contact-us/connect/unhappy.html>

Student Support: NetSoft will allow an individual (e.g., parent, friend, witness), hereafter referenced as "the supporter," to accompany the student during all stages of the informal and formal complaint proceedings. The supporter can make oral or written submissions for the student. Information such as the supporter's name and address will be included in NetSoft's official complaint documentation.

Record Retention: All complaints, submissions received, notes, and decisions will be recorded in a hardcopy format. Investigation interviews will be taped. NetSoft will retain all complaint-related documents at the location of origin for a minimum of three years after the date of the final decision.