

RJ Truck Driving School Ltd.

School: 2970 Drew Road, Unit 204B, Mississauga, Ontario, L4T 0A6 **Phone:** 416-414-4171

Yard: 2662 Drew Road, Mississauga, Ontario, L4T 3C4

Student Complaint Procedure

General Guidelines:

RJ Truck Driving School Ltd. is committed to the fair treatment of its students and its employees and to an open and collaborative approach when dealing with student concerns. We will try to resolve complaints informally wherever possible while keeping in mind that formal resolution processes may be required to satisfactorily resolve the issue.

- All complaints must be in writing. Anonymous complaints will not be considered.
- Lodging a complaint will have no adverse consequences on the status of the complainant in their course or program of study.
- Student complaint policies and procedures apply to individual or group complaints.

Records of Complaints will be maintained at the location where they originated for a period of at least three years.

Complaint Procedure:

Step 1

The student will request a meeting with the Instructor responsible for the course to discuss the complaint verbally.

If not resolved at this level, the student will proceed to Step 2

Step 2

The student will submit their complaint in writing to the School Administrator, using the following contact information:

Ramandeep Singh, School Administrator
RJ Truck Driving School Ltd.
2970 Drew Road, Unit 204B, Mississauga, Ontario, L4T 0A6
rammithind1@gmail.com

The School Administrator will arrange a meeting with the student within 5 days of receipt of the written complaint.

The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or have another person make the oral presentation on his/her behalf. This meeting will be summarized in written minutes.

The School Administrator will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 5 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held.

If not resolved at this level, the student will proceed to Step 3

Step 3

The student will submit a written complaint to the Director, using the contact information:

Daljit Singh, Director
RJ Truck Driving School Ltd.
2970 Drew Road, Unit 204B, Mississauga, Ontario, L4T 0A6
daljitsingh92@yahoo.com

The Director will arrange a meeting with the student within 5 days of receipt of the written complaint (which should include the School Administrator's response with recommended solutions and the student's objections or comments regarding these solutions.)

The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or have another person make the oral presentation on his/her behalf. This meeting will be summarized in written minutes.

The Director will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 5 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held.

If not resolved at this level, the student may submit a student complaint to the:

Superintendent of Private Career Colleges
Ministry of Training, Colleges and Universities
77 Wellesley Street West, Box 977
Toronto, Ontario M7A 1N3

A student complaint form for submission to the Superintendent can be found at
<http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/MinistryDetail?OpenForm&ACT=RDR&TAB=PROFILE&ENV=WWE&NO=022-58-1399E>

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Student Expulsion Policy

RJ Truck Driving School Ltd. is committed to taking all reasonable steps to ensure students have the opportunity to successfully complete their studies. The College maintains a professional environment and all students and staff are treated fairly and equitably. Students who do not support the academic and ethical standards of the College may be suspended or expelled for inadequate performance and unacceptable actions.

The College will attempt to resolve situations amicably. However RJ Truck Driving School Ltd. will not tolerate actions that risk the integrity, safety or well being of students, staff, visitors, or guests of the College. Verbal and written warnings will be issued when deemed necessary. Further actions, including suspension and expulsion, will be applied at the College's discretion.

The following outlines the conditions under which a student may be expelled with cause:

1. **Academic Dishonesty** - Students may be subject to immediate expulsion at the discretion of the Campus Director for academic dishonesty. Academic dishonesty is any word, action or deed performed alone, or with others for the direct or indirect intention of providing an unfair advantage or benefit to self or other student(s), including:
 - a) cheating
 - b) plagiarism
 - c) unapproved collaboration
 - d) alteration of records
 - e) bribery
 - f) lying
 - g) misrepresentations
 - h) use of aids which have not been expressly permitted
 - i) theft or solicitation of another student's assignments or papers, unadministered tests, or other academic work and/or material
 - j) intentionally helping or attempting to help another student to commit any act of academic dishonesty
2. **Outstanding Fees** - Failure to pay tuition or other fees due to the College is considered to be theft, and students may be expelled if fees are not paid after the College has provided written warning.
3. **Misconduct** - The College expects mature and professional behaviour on the part of its students both in school and while attending college related activities off campus including respect for peers and the learning environment; keeping the school clean and the work areas tidy; not engaging in malicious actions towards the College, staff members, students or property; and not engaging in any action that is disruptive, unethical, unlawful or contrary to the best interest of the College and the training environment. The following acts of misconduct will not be tolerated:
 - a) Acts of dishonesty, including but not limited to:
 - I. Giving false information to any official, Instructor, or staff member
 - II. Forgery, alteration, or misuse of any College document, record, or instrument of identification
 - III. Computer piracy - Copying software, copyright infringement, and unauthorized computer entry
 - b) Disruption of teaching, administration, disciplinary proceedings, and other College activities.
 - c) Physical abuse, verbal abuse, threats, intimidation, harassment, including but not limited to, sexual harassment, coercion and/or other conduct which threatens or endangers the health or safety of any person.

- d) Attempted or actual theft of and/or damage to property of the College, a staff member, other students, or public property.
 - e) Unauthorized possession, duplication, or use of keys to any College premises, or unauthorized entry to or use of College property.
 - f) Use, possession, or distribution of controlled substances (e.g. drugs and alcohol), except as permitted by law.
 - g) Illegal or unauthorized possession of any weapon(s) on College premises or College-sponsored activities.
 - h) Conduct which is disorderly, lewd, or indecent; breach of peace; or aiding, abetting, encouraging, or inducing another person to violate the Student Code of Conduct.
 - i) The use of profane language, rowdiness, fighting, or other disturbances on College property or at College-sponsored activities.
4. **Significant Omissions or Errors in Admissions Documentation** - Students who knowingly or in error misrepresent their applications are subject to immediate expulsion.
 5. **Academic Failure** - Students who fail to achieve the required academic standing in their programs may be expelled from the program. The College may at its discretion offer alternatives to a student depending on their program of study.
 6. **Attendance** - Students who are absent from class for more than five consecutive days for any reason may be subject to expulsion.
 7. **Harassment or Discrimination** - Students participating in harassing or discriminatory activities are subject to suspension pending investigation. Expulsion is mandatory for any student who is deemed by the investigation to have engaged in harassing or discriminatory activities.
 8. **Misuse of College Property** - Students, who damage, misuse, steal or otherwise use the property in a way that is prohibited may be expelled and will be required to make restitution.
 9. **Endangerment of Staff or Students** - Students who by action or neglect in any way endanger the safety of themselves or others may be expelled.

Notification

Students who are expelled for any reason will be notified in writing, either hand delivered or by registered mail. The College is not responsible for non-delivery by registered mail if the student has not provided a valid home address where the student currently resides. The notification will contain a description of the basis for expulsion and the effective date.

Appeal Procedure

Expelled students who dispute the facts of the expulsion must appeal the decision within five days of the notification. Students must provide sufficient proof to support the dispute. A review decision will be made within five business days of receipt of the appeal paperwork and the student will be notified accordingly. Students who file an appeal and are unsuccessful are considered withdrawn from the College.

Fees

A student who is expelled by the College will be considered withdrawn from their program on the effective date of the expulsion. The College will officially withdraw the student and the student's account will be resolved as per the refund policy outlined in the Private Career Colleges Act, 2005 and its regulations.