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## **STUDENT COMPLAINTS PROCEDURE**

### **Introduction**

ICEAP is an educational institution which strives to meet the needs and to respect the rights of individual students. In doing so, ICEAP recognizes its responsibility to provide an appropriate learning environment.

During a student's stay at ICEAP, difficulties may be encountered with policy, procedures, services, or during interaction with an instructor, staff, or other students. This directive identifies a policy and a procedure for handling a variety of complaints.

### **POLICY**

1. It is in the interest of all members of the ICEAP community that complaints raised by students be dealt with in a way which respects the rights of all parties and which leads to the quick resolution of disputes.
2. Students have the right to raise and expect recognition of their complaints.
3. In the event of difficulty or conflict, students are encouraged to first attempt to resolve the difficulty themselves with the individuals directly involved.

### **Academic Problem Resolution**

#### **Step 1 - Student-Teacher Resolution**

In general, it is desirable that complaints and disputes arising between students and teachers be resolved by the parties themselves. The student(s) is to discuss the complaints in an open manner with the staff member involved.

#### **Step 2 –Department Manager/Academic Lead**

If the student(s) and the teacher/staff are unable to resolve the dispute, one or both of the parties may bring the complaint to the Department Manager/Academic lead. The role of the Manager is to facilitate the resolution of disputes with mediation between the staff member and the student. The Manager will attempt to resolve the dispute with as minimal a delay as possible. It is anticipated that most disputes will be resolved within five to seven working days. Results of the review will be communicated in writing to the students and or their representative.



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In the interest of clarity, it is strongly recommended that students document what they believe has occurred, their interpretation of that occurrence and what they believe the resolution should be. Once the Manager has reviewed the complaint with the parties involved and reached a conclusion, both the student(s) and the teacher will be advised of the recommendation, in writing.

### **Step 3 – Appeal to the Executive**

In the event that a student(s) believes he or she has not received a fair hearing of the complaint(s) the student(s) may appeal, in writing, to the Chief Operations Officer. The complaint will be reviewed with the parties involved and a resolution reached within five to seven working days. The student, teacher and manager will be advised of the resolution, in writing.

### **Step 4 – Appeal to Languages Canada**

Should a resolution not be possible, the matter is referred to the Board of Directors of Languages Canada for resolution in accordance with the terms and conditions of the Dispute Resolution Policy for Languages Canada. This policy is available for students. It can be obtained from the Enrollment Services Office or at <http://www.languagescanada.ca/>.

## **Non-Academic Problem Resolution**

**Step 1:** In the event of a complaint against a staff member other than a teacher, the complaint should be taken to the appropriate Department Manager. In the event that this does not result in satisfactory resolution of the problem, the complaint can be taken to the Chief Operations Officer.

### **ICEAP Service**

A complaint about ICEAP service is normally best addressed directly with the Department Manager. In the event that this does not result in satisfactory resolution of the problem, the complaint can be taken to the Chief Operations Officer.

### **ICEAP Policy and Procedure**

ICEAP policies and procedures, as they affect students, fall into two broad categories, those dealing with academic matters and those dealing with service or administration. The student should first determine the



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nature of the policy involved and proceed as follows. It should be noted that changes to policy often require input of many parties, and as a result, take time to implement. Updated policies can be found at [www.iceap.ca](http://www.iceap.ca).

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