

La Luma Academy's Student Complaint Overview

This policy is designed to enhance the student's experience in the following way:

Providing a frame work within which students who have experienced dissatisfaction with La Luma Academy's services can raise their concerns.

Fundamentals of the Complaint Procedures:

La Luma Academy wishes to ensure that students accessing the Complaint Procedure:

- Know how to make a complaint.
- Feel that it is worthwhile complaining.
- Have no fear of recrimination against them for having made the complaint.
- Know that the complaints will be treated in the strictest of confidence.

La Luma Academy's Commitment:

La Luma Academy is committed to ensuring that complaints are dealt with quickly, efficiently and fairly.

We will deal with your complaint objectively, with due regard to evidence from all parties concerned.

- Any student complaint will be given unbiased consideration.
- We will acknowledge a complaint within 3 working days and state a timescale for consideration of the complain in the written acknowledgement.

Equal Opportunities:

La Luma Academy's Complaint Procedure is part of our commitment to equal opportunities; namely that all students, regardless of race, gender, sexual orientation, marital status, disability, or age, can expect equal treatment and consideration.

All students have the right to learn in a safe and healthy environment where all students are treated with respect and consideration, and with no fear of harassment.

If you have a complaint regarding any aspect of the program, you are urged to make this known, so that effective action may be taken.

La Luma Academy's Student Complaint Procedure

1. All student complaints must be made in writing.
2. The following person is designated to receive all written complaints:
DERECK PYKE, Administrator, La Luma Academy
16 Douglas St. Guelph, ON N1H2S9
Phone: (519) 821-6700 E-mail: dereck@flowofficewisdom.com
3. Once the complaint has been received by the Administrator, the student will be notified within 24 hours to arrange a meeting. The student will then have the opportunity to make an oral submission. They are also entitled to have another person present throughout the complaints process and/or to make an oral submission on behalf of the student.
4. The Administrator will meet with the student to discuss the complaint. The Administrator will issue a decision with reason and keep notes for review. If the complaint has not been resolved, the Administrator will then inform the Owner of La Luma Academy. A meeting will then be arranged and the student will present their complaint for final decision.
ANDREW MCALEESE, Owner, La Luma Academy
16 Douglas St. Guelph, ON N1H2S9
Phone: (519) 821-6700 E-mail: info@lalumaacademy.com
5. All complaints, submissions and decisions will be in writing. The college will maintain a record of every student complaint at the location where it originated for a period of at least 3 years from the date to the decision, including a copy of the student complaint, and any submissions filed and the decision.
6. The maximum period of time between receipt of the written complaint and a decision will be five (5) business days.
7. The decision will be delivered to the student in writing and will include the reason for the decision.
8. Students will be provided with a written copy of the complaint, any submissions filed and the decision by the Owner at the second appeal.
9. If a student is not satisfied with the action taken by La Luma Academy, they may make a formal complaint to the Superintendent.
10. Superintendent Contact Information:
Private Career Colleges Branch
Ministry of Colleges and University
77 Wellesley Street West, Box 977
Phone: (416) 314-0500 or 1 (866) 330-3395
Email: pcc@ontario.ca