1. **Purpose.**  The Student Complaint Procedure provides a means for students**,** who believe that they are being unfairly treated by Global Flight Training System in the application of**:** policies, procedures, rules, regulations, instructional techniques, and educational provisions, to raise the issue and have it heard and resolved.  This process applies to all students enrolled at Global Flight Training Solutions. The Campus Administrator, Operational Manager, and Chief Flight Instructor are available to all students to discuss matters relating to their educational experience at Global Flight Training Solutions.
2. **General guidelines.**
   1. Students have the right to file a complaint related to any College related academic or service program that is delivered by Global Flight Training Solutions and / or any programs delivered by external contractors or partners.
   2. Students have the right to file a complaint related to any practical evaluation received. Practical evaluations include subject exams, quizzes, instructional flight, ground sessions or any other formal or informal evaluation processes that GFTS utilizes. For example, after an instructional flight or ground training session the assigned instructor will provide a verbal evaluation of the students’ performance. If the student disagrees with the evaluation, the student will discuss the points in question with the instructor. If no resolution to the issues raised are found, the student will present their points in a written format through this complaint procedure.
   3. Students have the right to file a complaint related to any grade appeal, failed subjects, failed exams, failed re-writes and any other matter relating to the delivery of the instructional and evaluation of subject knowledge.
   4. Students filing a complaint may do so without fear of reprisals.
   5. The complaint must be filed by the student. Parents, relatives, friends or any other third party **cannot** submit a complaint on behalf of a student. However, students filing a complaint may be accompanied by an advisor, or representative of their choice, at the student's expense, at any level of the procedure to make an oral submission on his/her/their behalf.
   6. Global Flight Training Solutions encourages frank discussion in resolving issues which may arise in the provision of educational services. However, Global Flight Training Solutions also recognizes that this might not always provide a satisfactory resolution.
   7. Complaints may be filed by a group of students. When submitted on behalf of a group, the group is to select a representative to discuss and manage the complaint.
   8. Anonymous complaints will not be received nor actioned by Global Flight Training Solutions as a general rule. Exceptional anonymous complaints may be reviewed or actioned as determined by the Campus Administrator.
   9. Complaints shall be governed by Global Flight Training Solutions Confidentiality Policy.
   10. The nature of the complaint may require consulting with other relevant organizations or departments. Information shared will be safe guarded under the Confidentiality Policies of these organizations or departments inasmuch as they are consistent with or exceed Global Flight Training Solutions’ Policies. Factors to be taken into consideration when deciding to share include:
       1. Imminent possibility of harm to self or others;
       2. Legal requirements that require GFTS to act;
       3. Potential of putting the community at risk.
       4. Aggregate data to improve educational services.
   11. Frivolous, vexatious and / or unsubstantiated complaints, as determined by the Global Flight Training Solutions’ will not be tolerated and may result in actions against the Complainant.
   12. All student formal complaints shall be kept on file for a period of three years from the date of the decision.
   13. Revisions to the timeline of initiating a complaint or providing a written response may be made due to extenuating circumstances such as exams, flight tests, vacations, or illness. If deadlines are changed by either party in, the parties shall be informed of the revisions.
   14. Complaints are to be presented as soon as possible with a target of 10 days from the event and / or concern being identified as a complaint.
   15. Supporting documentation and / or other information are to be presented with the complaint.
   16. The Global Flight Training Solutions recipient of the complaint will have 10 business days to address and respond to the complainant.
   17. For this Policy, the Appeal submission will require the completion of an additional Complaint Form. In the narrative section the following header shall be in large letters, centered in the narrative box **“APPEAL “**
   18. If the Complaint names the Chief Flight Instructor as the respondent, then the Complaint Form will be submitted to the Campus Administrator.  If the complaint names the Campus Administrator, then the Accountable Executive will receive the complaint.
   19. Refer to List of Forms, Appendix C for the student complaint form.
3. **Process**
   1. Global Flight Training Solutions uses a structured complaint procedure. It consists of four levels.
      1. **Level One:**    The student discusses the complaint with the GFTS employee involved. If the student is not satisfied with the decision of the GFTS employee, the student will submit an appeal. The student will then forward the appeal and all documentation, including reasons for objections to the decision, to the GFTS Chief Flight Instructor.
      2. **Level Two:**   The GFTS Chief Flight Instructor will discuss the complaint with the student filing the complaint and investigate as needed.  The Chief Flying Instructor will then render a written decision and communicate it to the student.  If the student is not satisfied with the decision of the GFTS Chief Flight Instructor, the student will submit an appeal.  The student will then forward the appeal and all documentation, including reasons for objections to the decision, to the GFTS Campus Administrator.
      3. **Level Three:**  The GFTS Campus Administrator will discuss the complaint with the student filing the complaint and further investigate as needed. The Campus Administrator will then render a written decision and communicate it to the student. If the student is not satisfied with the decision of the GFTS Campus Administrator, the student will submit an appeal. The student will then forward the appeal and all documentation, including reasons for objections to the decision, to the Ministry of Colleges and University, Superintendent of Private Career Colleges.
      4. **Level Four:** The student will then present his/her/ their appeal to the Superintendent of Private Career Colleges.
4. Listed are relevant positions and contact information.
   * 1. Chief Flight Instructor,  [cfi@gfts.ca](about:blank)
     2. Campus Administrator,  [campusadmin@gfts.ca](about:blank)
     3. Corporate Executive, [Corporate@gfts.ca](about:blank)
     4. Superintendent Private Career Colleges. **https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/login.xhtml**
5. **Amendment Procedure**
   * 1. Global Flight Training Solutions will file a copy of any changes to this procedure with the Superintendent. No change to Global Flight Training Solutions Complaint procedure shall take effect prior to approval by the Superintendent.
     2. The changes shall be highlighted when submitted to the Superintendent.
     3. Once Approved, the Amendment will be inserted into the Procedure.
     4. The Campus Administrator will then enter the revision into the Revision Log.
6. **Revision Log**

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| --- | --- | --- |
| **Date** | **Summary of Changes** | **Revision No** |
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GFTS STUDENT COMPLAINT FORM

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| --- | --- |
| Student Name: Click or tap here to enter text. | |
| Student Number: Click or tap here to enter text. | |
| Date: Click or tap here to enter text. | |
| Subject: Click or tap here to enter text. | Appeal: Yes/No Click or tap here to enter text. |
| Level 1. Description of the complaint: Click or tap here to enter text. | |
| GFTS Instructor / Employee Name: Click or tap here to enter text. | |
| Response by GFTS Instructor/ Employee: Click or tap here to enter text. | |
| Date of GFTS Instructor / Employee Response: Click or tap here to enter text. | |
| Level 2. Reasons for appeal to GFTS CFI: Click or tap here to enter text. | |
| Date: Click or tap here to enter text. | |
| GFTS CFI Name: Click or tap here to enter text. | |
| Response by GFTS CFI: Click or tap here to enter text. | |
| Date: Click or tap here to enter text. | |
| Level 3. Reasons for appeal to Campus Administrator: Click or tap here to enter text. | |
| Date: Click or tap here to enter text. | |
| GFTS Campus Administrator Name: Click or tap here to enter text. | |
| Response by GFTS Campus Administrator: Click or tap here to enter text. | |
| Date: Click or tap here to enter text. | |
| Level 4. Reasons for appeal to the Superintendent Private Career Colleges: | |
| Date: Click or tap here to enter text. | |
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