ACE ACUMEN ACADEMY

ACE Acumen Academy

Telephone: (416) 756-7227 Email: ESL@canadaacumen.ca

ESL DEPARTMENT
PROBLEM RESOLUTION POLICY

Ace Acumen Academy is committed to the provision of high quality education, and seeks to ensure an environment of academic integrity in both the learning and evaluation processes taking place at the school. It is also committed to the establishment of an atmosphere of respect and appreciation for the rights and responsibilities of all those associated with the Ace Acumen Academy.

Any member of Ace Acumen Academy community who believes that he/she has been treated unfairly may file a complaint against any other member of the Acumen community alleging an offence.

Complaints of misconduct, incompetence, discrimination or other inappropriate behaviour on the part of Acumen employees will be dealt with in accordance with applicable laws, Acumen Policies and Procedures.

Attempt to resolve complaint: Any student or other member who has a complaint should first attempt to resolve the complaint with the individual involved on an informal basis within fifteen (15) days of the incident. In cases where the student is uncomfortable addressing the issue directly with the individual, he/she may have another member of the Acumen community accompany him/her. In more serious cases, the student may attempt to resolve the issue informally through the individual's immediate Supervisor.

Complaint Process
A Conduct Complaint Form is available at the Student Services Office. If a student would prefer, they may make an oral submission by making an appointment by calling 416-756-7227 extension 2, or by emailing Genesis Beltran at genesis.beltran @canadaacumen.ca.

1. Complaints involving Disruption of Instructional Activities or Academic Misconduct should be submitted to the Chair of the student's program. For all other **Non-Academic Misconduct Complaints, the Conduct Complaint Form should be submitted to the Campus Hearing Officer.** If the complainant is unsure whether the alleged offence falls within the academic or non-academic offences, he/she shall submit the completed complaint form to the Chair of the student's program who shall make the determination and immediately forward complaints to the Campus Hearing Officer where appropriate to do so.

2. The Campus Hearing Officer (or, in case of Disruption of Instructional Activity, the Chair) will contact the complainant to acknowledge the receipt of the complaint within one (1) business day where such complaint raises an issue of health and/or safety or within three (3) business days in any other case.

3. Unless the Campus Hearing Officer (or Chair) determines that the complaint can be resolved to the satisfaction of the complainant without notice to the person against whom the complaint has been made (the respondent), the Campus Hearing Officer will promptly advise such respondent of the complaint, providing all necessary particulars to enable him or her to fully respond to the complaint.

4. The Campus Hearing Officer (or Chair) shall whenever possible commence an investigation within five (5) business days of receipt of the complaint, which investigation may include interviews with the complainant, the respondent and witnesses and a review of any documentary evidence. Both the complainant and respondent will be given an opportunity to state their respective cases with regard to the complaint. The complainant (student) may have a person present at all stages of the complaint proceedings to provide support or advice to the student. The support person may also submit a complaint on behalf of the student. The Campus Hearing Officer (or Chair) will conclude such investigation as expeditiously as possible. Every attempt will be made to resolve the complaint at this level.

5. All complaint submissions, evidence and final decisions will be recorded and filed in the Student Complaint Records.

At the conclusion of the investigation, the Campus Hearing Officer (or Chair) may:

a) Dismiss the complaint; OR

b) Issue a penalty within the Campus Hearing Officer's (or Chair's) jurisdiction, OR

c) Refer the matter (including a copy of the investigation report and recommendations) to a Senior Administrator.

6. The Campus Hearing Officer or his/her designate shall notify all parties of the disposition of the complaint, in writing, within three (3) days of the completion of the investigation.

7. Where a complaint is referred to a Senior Administrator, the Senior Administrator will notify the parties of the disposition of the complaint, in writing, within ten (10) days of receipt of report.

8. Appeal Process: Where a student wishes to make an appeal of the decision by the administration, within (5) days of the notice the student may file an Appeal Form with the administration. The notice will be acknowledged within (3) days by the Campus Hearing Officer, and further investigation will commence within (5) days. The appellant will be notified in writing as soon as practicable with reason(s) for the decision. If the decision is not accepted, further mediation will be offered with a senior administrator. The senior administrator will attempt to solve the issues within (5) days from the appointment of the mediator. If mediation is rejected, a final review of the complaint and appeal will be made by the Principal and Vice Principal. The final decision will be made in writing within (5) days . This decision will be final, and not further appeals will be reviewed.

9. Further Appeal: If the complaint is not resolved after the decision of the Senior Administrator, the student has

the right to contact Languages Canada to further investigate their complaint. Please refer to the chart below for Acumen Administration Staff:

Name	Position
Francisco Guevara	Senior Administrator
John Wu	Chair
Genesis Beltran	Campus Hearing Officer

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