



# ACE Acumen Academy

21 Coventry Road, Brampton, Ontario, Canada L6T 4V7 Telephone: (416) 756-7227 Facsimile: (416) 756-2732

## ESL DEPARTMENT PROBLEM RESOLUTION POLICY

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 Acumen Academy.

Any member of 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.

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.



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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 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.

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.

5. 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.

6. 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.

7. If the complaint is not resolved after being referred to a Senior Administrator, the student has the right to contact Language Canada to further investigate their complaint.

Please refer to the chart below for Acumen Administration Staff:

Name	Position
<b>Milly Li</b>	Senior Administrator
<b>John Jun Wu</b>	Chair
<b>Tracy Duo</b>	Associate Vice-President Academic Operations
<b>Mathew Qaqish</b>	Campus Hearing Officer