



ACE ACUMEN ACADEMY

CODE OF STUDENT RIGHTS AND RESPONSIBILITIES POLICY APPENDIX A – DEPARTMENT, TITLE AND POSITION REFERENCE

Ace Acumen Academy follows St. Clair College's policies and procedures as it relates to students, though at times, slight modifications are required, including staff titles and positions listed in the policy as they do not directly correlate to the organizational structure at Ace Acumen Academy.

Please find below the corresponding departments and staff at Ace Acumen Academy as referenced in the Code of Student Rights and Responsibilities who have the authority to dismiss the complaint and/or make a recommendation as to any further action in relation to the complaint.

St. Clair College	Ace Acumen	Staff	Definition/Depart.
President, Senior College Administrator, VP Human Resources	Principal	John Wu	Senior College Administration
VP, Supervisor, Executive Director	Vice Principal – Toronto	Milly Li	Senior College Administration
VP, Executive Director	Vice Principal – Mississauga	Amit Jain	Senior College Administration
VP, Executive Director	Vice Principal – Brampton	Amit Jain	Senior College Administration
Academic Chair, Administrator	Program Coordinator – Toronto	Valeria Ciancia	Academic Dept.
Academic Chair, Administrator	Program Coordinator – Mississauga	Agatha Zuchelkowski	Academic Dept.
Academic Chair, Administrator	Program Coordinator – Brampton	Maria Petrova	Academic Dept.
Dean/ Academic Administrator	Director of Academics, Associate Director of Academics	Olga Gritsenko Francisco Guevara	Academic Dept.

CAE, Executive Director	Manager of Compliance	Sarah McDermott	Compliance Dept.
College Resolution Officer	Toronto – Campus Director	Danielle Drouin	Student Services Dept.
	Mississauga – Campus Director	Amrit Bal	Student Services Dept.
	Brampton – Campus Director	Mathew Qaqish	Student Services Dept.
Registrar’s Office – Receive appeal for processing (7.1.5.6 of Code)	Toronto – Student Success Manager Student Success Coordinator	Eva Almeida Rifat Behzetoglu	Student Services Dept.
	Mississauga – Student Success Coordinator	Phillip Widdis	Student Services Dept.
	Brampton – Student Success Coordinator	Andrea Bayuelo	Student Services Dept.



ACE ACUMEN ACADEMY

**CODE OF STUDENT RIGHTS AND RESPONSIBILITIES POLICY
APPENDIX B – FORMAL CONDUCT COMPLAINT FORM
ACE ACUMEN ACADEMY
(To Replace 7.1.7.1 in the Code)**

The attached Formal Complaint Form is to be used for students attending Ace Acumen Academy when filing a complaint under the Code of Student Rights and Responsibilities:

The Code of Student Rights and Responsibilities Policy and accompanying procedure deals with a wide variety of complaints that may arise from a breach of any student right or responsibility under the Code. This can include harassment, disruptive behaviour, cheating, etc. This procedure pertains to complaints that involve students attending Ace Acumen. The Code can be found on the Ace Acumen Academy's internet site.

For Non-Academic Complaints, please submit completed form to the Manager, Student Success Eva Almeda or Student Success Coordinators, Rifat Behzetoglu, Andrea Bayuelo and Phillip Widdis in person or by email them at:

eva.almeida@canadaacumen.ca
rifat.behzetoglu@canadaacumen.ca
andrea.bayuelo@canadaacumen.ca
phillip.widdis@canadaacumen.ca

Please note that oral submissions can also be made to Eva Almeda, Rifat Behzetoglu, Andrea Bayuelo, or Phillip Widdis by making an appointment by calling 416-756-7227 or emailing them above.

As noted under Section 7.1.5.4, students may have a person present at all stages of the complaint proceedings to provide support or advice to the student.

Please note that the support person noted above may also make a complaint submission on his or her behalf.

Academic Complaints under the Code of Student Rights and Responsibilities

should be submitted to the appropriate Academic Program Coordinator as follows:

Academic Chair, Administrator	Program Coordinator – Toronto	Tony Wang Valeria Ciancia	Academic Dept.
Academic Chair, Administrator	Program Coordinator – Mississauga	Agatha Zuchelkowski	Academic Dept.
Academic Chair, Administrator	Program Coordinator – Brampton	Maria Petrova	Academic Dept.

FORMAL CONDUCT COMPLAINT

PAGE TWO (INFORMATION NOT DISCLOSED IN MOST CASES)

COMPLAINANT INFORMATION

Name: _____ Student Number (if applicable): _____

Address: _____

Telephone: (Business) _____ (Residence) _____

Email: _____

Department & Location: _____

What do you require to resolve this complaint?

Witnesses to the events of this complaint: Please identify, in order of importance, anyone that you feel would provide helpful information to assist the investigation of this complaint.

Name: _____ Telephone: _____

Name: _____ Telephone: _____

Name: _____ Telephone: _____

This document and any attachments to it that you provide in the course of filing a complaint will be held in confidence by St. Clair College. Page one of this complaint form and its attachments will be disclosed to the respondent named in the complaint and to the investigator, adjudicators, mediators and/or the local Police appointed to assist with the resolution of this complaint, as outlined in the policy procedures. Privileged information, such as the complainant's requirements to resolve the complaint and list of witnesses, provided on page two of this complaint form will not be disclosed to the respondent. Information gathered under this policy may be required to be disclosed under the Ontario Human Rights Code or other legal proceedings.

Your signature confirms that you have been made aware of and give permission for the above use of this information.

I hereby declare that the information on this form is true, correct and complete to be best of my knowledge. I understand that any misrepresentation of information may result in disciplinary action.

Signature: _____ Date: _____
(Complainant)

OFFICE USE ONLY

Received by _____ Date: _____

Copies to _____ Date: _____

7.1.7.1 Formal Conduct Complaint Response Form

Respondent's Response Form

PAGE ONE – INFORMATION NOT DISCLOSED TO THE COMPLAINANT

Name: _____		Student Number (if applicable): _____	
Address: Street: _____			
Province/Postal Code: _____		Email: _____	
Telephone: (business) _____		Telephone: (residence) _____	
Position held/work location: _____			
Witnesses to the events of this complaint: Please identify, in order of importance, anyone that you feel would provide helpful information to assist the investigation of this complaint			
Name: _____		Telephone: _____	
Name: _____		Telephone: _____	
Name: _____		Telephone: _____	
Name: _____		Telephone: _____	
Signature: _____		Date: _____	
Questionnaire received by: _____		Date: _____	
		PLEASE DATE STAMP UPON RECEIPT	

Respondent's Response Form

PAGE TWO – INFORMATION DISCLOSED TO COMPLAINANT IN MOST CASES

Respondent's Name: _____

Position/Location: _____

RESPONSE TO ALLEGATIONS

With reference to the enclosed complaint, provide a detailed response to the allegations. In responding, please refer and respond to each allegation separately. The information that you provide should be as specific as possible with respect to dates, times, places, documents and persons involved.

(You may attach additional pages if there is not enough room on this form.)

Please describe any actions that you have taken to try to resolve this matter:

Provide copies of any documentation, which may be relevant to the issues of this case as referred to in the complaint or in your response. Please list the documents provided with comments where applicable.

This document and any attachments to it that you provide in the course of responding to this complaint will be held in confidence by St. Clair College. Page 2 of this form and its attachments will be disclosed to the complainant and to the investigator, adjudicators and mediators appointed to assist with the resolution of this complain as outlined in the policy procedures. Privileged information, such as the list of witnesses, provided on page 1 of this form will not be disclosed to the complainant. Your signature confirms that you have been made aware of and give permission for the above use of this information.

Signature: _____ Date: _____

Information gathered under this policy may be required to be disclosed under the Ontario Human Rights Code or other legal proceedings.

NOTIFICATION

Date Complainant and Respondent(s) notified of Complaint Disposition: _____



ACE ACUMEN ACADEMY

Quality Learning Environment- Appendix A - Title & Position Reference

Ace Acumen follows St Clair policies and procedures, though at times, the title and position listed in the policy does not directly correlate to the structure of Acumen's Administration. Below are the departments and titles of Ace Acumen's Administration to seek for various needs.

St Clair College	Ace Acumen	Staff	Department
President	Principal	John Wu	Senior Administration
Vice President	Vice Principal - Toronto	Milly Li	Senior Administration
Vice President	Vice Principal- Mississauga, Brampton	Amit Jain	Senior Administration
Academic Chair	Program Lead - Toronto	Monika White, Emmanuel Asafo-Adjei	Academic Dept
Academic Chair	Program Lead - Mississauga	Ratinder Kaur Rajpal, Priyanka Sharma	Academic Dept
Academic Chair	Program Lead - Brampton	Veronica A Baker-Campbell Youssef Barikhan	Academic Dept
VP Academics	Director of Academics	Olga Gritsenko	Academic Dept
Coordinator	Program Coordinator: Toronto Mississauga Brampton	Valencia Ciancia Agatha Zuchelkowski Maria Petrova	Academic Dept
Counselor	Wellness Coordinator	Maanya Khanna	Student Services



ACE ACUMEN ACADEMY

Examination Regulation - Appendix A - Title & Position Reference

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St Clair College	Ace Acumen	Staff	Department
President	Principal	John Wu	Senior Administration
Vice President/ Dean	Vice Principal	Milly Li, Amit Jain	Senior Administration
Testing Services	Campus Director: Toronto Mississauga Brampton	Danielle Drouin Amrit Bal Mathew Qaqish	Student Services Dept
Registrar Office (exam schedule)	Director of Academics	Olga Gritsenko	Academic Dept
Program Chair	Program Coordinators Toronto Mississauga Brampton	Valeria Ciancia Agatha Zuchelkowski Maria Petrova	Academic Department



ACE ACUMEN ACADEMY

Academic Grade Appeal Policy - Appendix A - Title & Position Reference

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St Clair College	Ace Acumen	Staff	Department
President	Principal	John Wu	Senior Administration
Vice President	Vice Principal	Milly Li	Senior Administration
Vice President	Vice Principal	Amit Jain	Senior Administration
Chair of the Grade Appeal Panel	Manager Compliance, or delegate	Sarah McDermott	Administration, Student Services
Academic Chair	Program Coordinator	Valeria Ciancia Agatha Zuchelkowski Maria Petrova	Academic Administration
Associate VP, Quality Assurance	Manager, Compliance	Sarah McDermott	QA & Compliance, Administration



ACE ACUMEN ACADEMY

Sexual Misconduct Policy and Procedure - Appendix A - Title & Position Reference

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St Clair College	Ace Acumen	Staff	Department
President	Principal	John Wu	Senior Administration
Vice President	Vice Principal	Milly Li, Amit Jain	Senior Administration
Chair, College Resolution Officer	Toronto - Campus Director Mississauga - Campus Director Brampton - Campus Director	Danielle Drouin Amrit Bal Mathew Qaqish	Student Services Dept
BACT, Sexual Violence Lead	Joint Health and Safety Certified Members	Terry Zhang, Sarah McDermott Jay Wilmot, Mathew Qaqish Manda Bai, Jun Xu Romy Montero	Health & Safety Team



ACE ACUMEN ACADEMY

Student Equity, Inclusion and Accessibility Services - Appendix A - Title & Position Reference

Ace Acumen follows St Clair policies and procedures, though at times, the title and position listed in the policy does not directly correlate to the structure of Acumen's Administration. Below are the departments and titles of Ace Acumen's Administration to seek for various needs.

St Clair College	Ace Acumen	Staff	Department
President	Principal	John Wu	Senior Administration
Vice President, Associate VP	Vice President	Milly Li, Amit Jain	Senior Administration
Chair/ Manager, Director Student Services	Toronto - Campus Director Mississauga - Campus Director Brampton - Campus Director	Danielle Drouin Amrit Bal Mathew Qaqish	Student Services Dept
Accessibility Services	Manager, Student Services Student Success Coordinator	Eva Almeida Anna Walker	Student Services
Counselor	Wellness Coordinator	Maanya Khanna	Student Services