



# FLUFFY PAWS GROOMING SCHOOL

## **Student Complaint Form**

This form is to be used by students to request the initiation of the school's formal complaint procedure or to request a review (appeal) of a formal resolution plan that the student deems unsatisfactory.

This form is also to be used by school staff to record the results of the formal complaint procedure and the review process (if applicable).

If a student is not satisfied with the school's decision after working through the formal complaint procedure and any subsequent review process, he/she can ultimately file a complaint with the Superintendent of private career schools, provided that the student is attending a program approved under the Private Career Schools Act, 2005.

### **Section 1 – Request to Initiate the Formal Complaint Process**

#### **Instructions**

- Before submitting this form to Wynne Wong, Administrator, be sure that every question has been answered.
- You may be contacted if the school requires any additional information, so please make certain that your contact information is correct.

Once **Part A** has been completed, please make sure that you sign the declaration in **Part A** and then submit the original and a copy of this form to Wynne Wong, Administrator, who will co-sign both copies, return the original to you, and keep the copy for your academic file.

**Part A** (to be completed by the student):

#### **i) Personal Information**

|  |                       |            |                   |
|--|-----------------------|------------|-------------------|
| <b>Student name</b>                              |                       |            |                   |
| Last name  |                       | First name |                   |
| Street address ( <i>number and street name</i> ) |                       |            | Unit/Suite        |
| City/Town  | Province              | Country    | Postal code       |
| Home telephone number                            | Work telephone number | FAX number | Cell phone number |
| E-mail address                                   |                       |            |                   |

**ii) Nature of Complaint:**

**What is your complaint with the school?** *(If you need more space, either here or below, attach a separate sheet.)*

**What do you want the school to do to resolve your complaint?** *(If you need more space, either here or below, attach a separate sheet.)*

**Have you tried to resolve your concern informally and directly with the person(s) involved? Please explain.**

Do you have any documentation in support of your complaint that you want to submit to the school? If so, please itemize them below and attach them to this form

By signing this form, I, \_\_\_\_\_,  
declare the information provided by me in **Part A** to be true and correct.

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date (dd/mm/yyyy)

By signing this form, I certify that I have received a copy of this form on behalf of FLUFFY PAWS GROOMING SCHOOL

\_\_\_\_\_  
Administrator Signature

\_\_\_\_\_  
Date (dd/mm/yyyy)

**Part B** (to be completed by school staff):

**i) Formal Procedure Resolution and follow up:**

**Record here any decision that resulted from the formal process meeting between the student and the school staff member, the reason for that decision, and a description of the complaint resolution plan that will be implemented and monitored.**

We, (student name) \_\_\_\_\_ and (school staff name) \_\_\_\_\_  
declare that we have agreed to implement and monitor the resolution plan described above.

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
School Staff Signature

\_\_\_\_\_  
Date

**ii) Closure of Student's Complaint and the Mutually Satisfactory Outcome:**

This part to be signed by both the student and the school staff representative, when a mutually satisfactory resolution has been achieved.

We, (student name) \_\_\_\_\_ and (school staff name) \_\_\_\_\_  
declare that the resolution described in (i) above has worked to our mutual satisfaction and agree to close this complaint,

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
School Staff Signature

\_\_\_\_\_  
Date

Section 2: Request to Review the Formal Procedure Resolution Outlined in Part B above.

**Part C:** To be completed by the student when requesting a review

**Describe the reasons why the complaint resolution plan resulting from the formal procedure from Part B above was unsatisfactory.**

\_\_\_\_\_  
Student' Signature

\_\_\_\_\_  
Date

**Part D:** (to be completed by Administrator) upon completion of the review.

**Describe the findings from the investigation by Director:**

**Outline the Directors resolution decision and the reasons for that decision:**

\_\_\_\_\_  
School Staff Signature

\_\_\_\_\_  
Date