

Completing the Complaint Form - Instructions

Please be advised that all colleges are required by law to have a complaint resolution policy in effect. You must first go through the college's complaint resolution process, which includes submitting your complaint in writing to the college, before filing a complaint with the Department of Education.

The Division will review the submitted Complaint Form and decide upon the appropriate course of action. You may or may not be notified of any decision or outcome of action based on your complaint. Incomplete Complaint Forms will not be processed for review. Persons intentionally filing misleading or false statements may be prosecuted.

Your Name

Please print your full name.

Address

Please print your full mailing and/or civic address.

Phone Number

Please provide any applicable home, business or mobile telephone number.

College name

Please provide the name of the college which you are alleging to be in non compliance. If it is an individual within the college, i.e. instructor, owner or staff; please print their name in this section along with the name of the college.

College address

Please print the full mailing and/or civic address of the college.

What is your complaint with the college?

Provide details of the alleged offence(s). Provide as much detail as possible, attach additional sheets if necessary. Lack of information may delay the processing of the Complaint Form. Please stick to the facts; observations, dates, times, documents etc.

What do you want the college to do to resolve your complaint?

Please provide us with a recommended resolution to your complaint. Basically, in a few words or lines, tell us what you would like the college to do to resolve this issue. Please be reasonable and fair when completing this section.

Signature of Complainant/Date

An original signature is required. Please sign and date the completed Complaint Form.

Completed Complaint Forms may be mailed or dropped off to **Private Career Colleges Division, PO Box 578, 2021 Brunswick St., Halifax NS B3J 2S9.**