

Student Complaint Guidance

Before submitting a complaint to the Director of Private Career Colleges, Students must first, if reasonably practicable, submit their complaint directly to the college. Colleges are required to have a complaint resolution policy, which can usually be found in your student contract or student handbook.

A student may make a complaint to an operator at any of the following times:

- a) before the student's enrolment in a program;
- b) during the student's enrolment in a program; and
- c) during the 12 months after the student's end of enrolment.

The Private Career Colleges Division will receive complaints which fall within the scope of the *Private Career Colleges Act* and its regulations, that is, they must be related to the delivery of the registered occupational-training program and the student contract or with any related private career college policies.

Complaints to the Director of Private Career Colleges must be made within 12 months of the alleged contravention of the *Private Career Colleges Act* or its regulations.

Depending on the nature of the complaint, it may fall to the jurisdiction of other authorities, such as the police, the Human Rights Commission, or the civil courts. This Division may only respond directly to complaints, which fall within the scope of the *Private Career Colleges Act*. The Division may also be able to direct complainants to the appropriate authorities for complaints that are outside the scope of this Act.

Complaints must be made by the student who has signed the student contract.

FIRST STEP – A formal complaint at your private career college

The first complaint concerning the delivery of the contracted program should be made to the college directly, according to the terms of the student complaint policy in use at the college.

Making the complaint to the private career college

In making the complaint to the private career college we recommend the following:

- Make the complaint formal and in writing
- Be factual; consider using point form; refer directly to identified parts of the student contract, the private career college's policies or the formal outline of the registered program
- Clearly state the resolution or outcome you want to see from the complaint process
- Give the private career college a reasonable deadline to respond in writing to your complaint
- Keep copies of everything you submit in your complaint and everything you receive concerning it

Unsatisfactory resolution through complaint to private career college

If the complaint is not successfully resolved at the private career college, you may make a complaint to the Director of Private Career Colleges. Please proceed to the following second step.

SECOND STEP – Complaint to the Director of Private Career Colleges

You will find a copy of our Complaint Form here:

[Student Complaint Form](#)

It is important to complete the whole form - please pay particular attention to:

Your Name - Print your full name - if you used a different name as a student, provide it as well.

Address - Print your full current mailing address.

Phone Number - Provide the telephone number at which we can reach you.

What is your complaint concerning the private career college?

Identify and provide details of the specific issue(s).

Include the names of any college official involved in or affected by the alleged contravention;

Provide as much directly related detail as possible, attach additional sheets if necessary.

Please focus on the facts: observations, dates, times, documents, etc.

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

Provide a recommended resolution to your complaint.

In a few words or lines, tell us what you would like the college to do to resolve the identified issue(s).

Copy of original complaint – Attach a copy of your complaint to the private career college, all attachments and correspondence to and from the private career college.

Signature of Complainant/Date

An original signature is required.

Please sign and date the completed Complaint Form before submitting it.

Submit Completed Complaint Form:

Mail: Advanced Education, Private Career Colleges Division
PO Box 697, Halifax NS B3J 2T8.

In Person: Addressed to: Private Career Colleges Division
Left at the Commissionaire's Desk – Maritime Centre, 3rd Floor, North, Halifax, NS

Fax: Private Career Colleges Division: 902-424-6656

Email: Scan the signed form and send it to: pccforms@novascotia.ca

Response and Contact

You should receive an initial response to your complaint to us within two business days. If you have any questions or want further information, please contact us at 902-424-5636.