Canadian Gemmological Association Student Complaint Policy

General Guidelines

1. A statement of complaint must be made in writing.
2. All complaints are confidential.
3. The procedure outlined below must be followed.
4. A staff member presented with a verbal complaint will ask the student to follow the procedure and remind the student of the written complaint requirement.
5. The Grievance Counsellor will also ask for a copy of any written response(s) from those already contacted by the student in accordance with the procedure.
6. Arrangements for meetings and written responses from the person being complained about will be made in a timely and professional fashion. No complaint will go unanswered.
7. Records of Complaints will be maintained in the location of origin for a period of at least three years.

Complaint Procedure

Step 1

The student will request a meeting with the instructor responsible for the course to discuss the complaint verbally.

If not resolved at this level, the student will proceed to Step 2.

Step 2

The student will submit a completed written complaint to the Director of Education, using the contact information:

John Mattinson, Director Of Educatoin
Canadian Gemmological Association
55 Queen Street East, Suite #105
Toronto, ON M5C 1R6

Tel: 647-466-2436, Fax: 866-757-9603
info@canadiangemmological.com

The Grievance Counselor will arrange a meeting with the student within 7 days of receipt of the written complaint.

The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. Minutes will be recorded for this meeting.

The Grievance Counselor will provide a written response to the student outlining the discussion and any proposed and/or agreed-upon solution(s) within 14 days of the meeting. This response will include a decision statement, together with the reasons upon which the decision is based and the minutes of meetings held.

If not resolved at this level, the student will proceed to Step 3.

Step 3

The student will submit a completed written complaint to the President of the Board of Directors, using the contact information:

Donna Hawrelko,
President Canadian Gemmological Association
55 Queen Street East, Suite #105
Toronto, ON M5C 1R6

Tel: 647-466-2436 Fax: 866-757-9603
info@canadiangemmological.com

The President of the Board of Directors will arrange a meeting with the student within 14 days of receipt of the written complaint, or the report from the Grievance Counselor with recommended solutions and the student's objections or comments regarding these solutions.

The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. Minutes will be recorded for this meeting.

The President of the Board of Directors will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 14 days of the meeting and minutes of meetings held.

If not resolved at this level, the student will proceed to contact the Superintendent of Career Colleges, Ministry of Training, Colleges and Universities, using the following contact information:

Superintendent of Career Colleges Advanced Education and Skills Development
77 Wellesley Street West, Box 977
Toronto, ON M7A 1N3