

## STUDENT COMPLAINT FORM (PTI – 7)

Pursuant to the *Private Training Institutions Act* and *Regulations*

**Privacy Notice:** Under the authority of the *Private Training Institutions Act*, personal information will be collected for the purpose of investigation. Section 13 of the Act allows for the collection and use of personal information to the Department for the purpose of investigation. The information you provide is confidential and will not be disclosed without consent or authority. Any questions or comments can be directed to Private Training at [PTI@gov.nl.ca](mailto:PTI@gov.nl.ca).

Under section 26.6 of the *Private Training Institutions Regulations*, information as required by the minister, including a complaint resolution process, shall be provided to the student 48 hours before the student enters into a contract with the private training institution.

### **IMPORTANT NOTES FOR STUDENT**

- As a student at a private training institution, you must first go through the school's student complaint procedure before filing a complaint with the Department. Please ensure that you familiarize yourself with the policies of the private training institution provided to you in the student handbook or other relevant document.
- If there is no satisfactory resolution to your complaint after following the school's complaint procedure, you may then complete this application to request that the Department conduct an investigation on your behalf.
- The Department will review and investigate your complaint in the context of determining whether the private training institution is in compliance with the *Private Training Institutions Act* and *Regulations*. Please ensure that you familiarize yourself with this legislation.
- The Program Consultant assigned as a liaison with the private training institution will conduct any investigation deemed necessary.

Have you gone through the school's student complaint procedure?

YES

NO

*(If you answered 'NO', this form cannot be accepted by the Department and an investigation cannot be initiated)*

### **GUIDELINES FOR COMPLETING THIS FORM**

- Before submitting this form to the Department, please ensure that:
  - Every question has been answered;
  - All required documents have been included; and
  - That you have read and agreed to the "Notice of Consent" included at the end of this form.
- The completed Student Complaint Form should include a copy of the following documents:
  - Your Student Contract with the school;
  - The written complaint you submitted to the school;
  - Any additional documentation submitted to the school with your written complaint; and
  - The written response(s) provided to you from the school with respect to your complaint.

- You will be contacted if we require additional information. Ensure your contact information is correct.
- Please submit this completed form, along with all supporting documents, to the following address:

Manager of Private Training  
 Division of Literacy and Institutional Services  
 Department of Education  
 3rd Floor West Block Confederation Building  
 P. O. Box 8700  
 St. John's, NL A1B 4J6  
 Email: PTI@gov.nl.ca

### STUDENT COMPLAINT FORM

| <b>SECTION A: Student Information</b> |             |                   |                |
|---------------------------------------|-------------|-------------------|----------------|
| Last Name                             | First Name  |                   | Middle Initial |
| Street/Unit Number                    | Street Name |                   | P.O. Box       |
| City/Town                             |             | Province          | Postal Code    |
| Home Telephone Number                 |             | Cell Phone Number |                |
| Email address                         |             |                   |                |

| <b>SECTION B: School/Program Information</b>         |            |
|--|------------|
| Name of Private Training Institution                 |            |
| Location of Private Training Institution (City/Town) |            |
| Program Name   | Start Date |

**SECTION C: Nature of Complaint**

1. Please outline, in detail, your complaint with this private training institution.  
*(If you require additional space, please attach a separate sheet)*

2. Clearly state what you want the private training institution to do to resolve your complaint.  
*(If you require additional space, please attach a separate sheet)*

**Notice of Consent**

The information you have provided on this form and in other communications related to this complaint will be used by the Department to review and attempt to resolve the disagreement between you and the school. This investigation will determine whether the school is in compliance with the *Private Training Institutions Act and Regulations*. For these purposes, the Department may need to exchange the information you have provided related to this complaint with others within the private training institution who have knowledge of the issues in the dispute.

If your complaint requires consultation with other agencies (e.g., licensing bodies) the Department may share the contents of your complaint as part of the investigative process.

Do you agree that the Department may share this information with other agencies?  YES  NO

By signing this form, you declare the information provided to be true and correct and you consent to the Department's collection of relevant information for the purposes described above.

|                   |      |
|-------------------|------|
| Student Signature | Date |
|-------------------|------|