

## COMPLAINT PROCEDURES

### General Guidelines:

- Statements of complaint must be made in writing, stating the facts and the act/s being complained of.
- All complaints are confidential.
- The procedure outlined below must be followed.
- Staff presented with a verbal complaint will ask the student to follow the procedure and remind the student of the written complaint requirement.
- The Administrator will also ask for a copy of any written response(s) from those already contacted by the student in accordance with the procedure.
- 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 unresolved.
- Records of Complaints will be maintained at the location where they originated for period at least 3 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 Administrator, using the following information:

Jun Saldares  
Executive Assistant  
International Building Maintenance Academy Inc.  
203-5620 Finch Avenue East Scarborough, ON M1B 1T1  
[info@internationalbuildingmaintenance.com](mailto:info@internationalbuildingmaintenance.com)

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

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

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The Administrator will provide a written response to the student, outlining the discussion and any proposed and/or agreed resolution within 7 days after the said meeting. The response will include a decision statement, together with reasons upon which the decision is based as well as the minutes of the meeting/s held.

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

Step 3: The student will submit a completed written application together with all the documents related to his complaint as well as those that originated from Step 2 and addressing the same to the President & CEO of the Academy, using the contact information:

Mr. Ricky Manrique  
President & CEO  
International Building Maintenance Academy Inc.  
203-5620 Finch Avenue East Scarborough, ON M1B 1T1

The President & CEO will then arrange for a meeting with the student within 7 days from receipt of the written application and all the required documents appertaining thereto.

The student will have an opportunity again to make oral submissions of the complaint at this meeting or to have another person of his own choice to make the oral submission for his/her behalf. This meeting will likewise be recorded in through minutes.

The President & CEO will provide a written response to the student, outlining the discussions and any proposed/agreed resolution within 7 days after conclusion of the said meeting. This response will include a decision statement, together with the reasons upon which the same was based as well as the minutes of the meeting/s held.

The decision of President/CEO shall be final and executory.