

## Student Complaint Procedure

If there are any concerns or issues while studying at RCIIS, our students are always encouraged to talk to their teachers directly. We understand, however, due to the language barrier or cultural differences, it might be hard for ESL students to communicate directly with their teachers. Instead, students can communicate with their counsellors regarding any formal complaints or concerns.

### Procedure

After a counsellor feels a reasonable written complaint has been made, or multiple students make the same complaint, they will inform the Academic Director via email. This email should explain in detail the nature of the complaints and how long the issue has persisted. The Academic Director will contact the teacher in question and have a constructive conversation with them in order to attempt to resolve the problem(s) or dispute(s).

Throughout this process, the student can (at any time) speak to their counselor and continue to give feedback regarding the situation orally.

After a period of one week, if the complaints continue, counsellors will follow up with another email detailing whether or not the issue has changed.

In order for the complaint procedure to remain clear and transparent, a log will exist from both the counselor, as well as the Academic Director. Complaint submission forms will be saved in the school's database as a reference.

A decision regarding the complaint will be reviewed by both the Academic Director or Director of the school within a reasonable amount of time. Most complaints will be handled within one or two weeks of the submission, but others may take up to a maximum of 4 weeks to resolve based on the complexity of the issue. All final decisions will be issued in writing to the complainant and be recorded in the school's complaint log.

This timeline depends on the severity of the issue. All complaints must be received and sent electronically, and will be saved in our school database.

*Should a student feel their issue was not solved by RCIIS, they can contact Languages Canada directly: <https://www.languagescanada.ca/en/>*