

Student Complaint Resolution Procedure

Sept 24, 2013

For Complaints to be addressed by the College's Registrar and Resolution Committee, hereinafter defined, in compliance with the Act and Section 36 of O. Reg. 415/06, the following procedure is to be used:

General Guidelines:

1. Statements of complaint must be made in writing.
2. All complaints are confidential.
3. The procedure outlined below must be followed.
4. A staff presented with a verbal complaint will ask the Student to follow the procedure and remind the Student of the written complain requirement.
5. The Registrar shall be made available by the College to the students to deal with student complaints in a timely manner. The Registrar may be contacted using the following information:

Registrar

Max the Mutt College of Animation, Art & Design/Inc.

952 Queen Street West, Suite 300

Toronto, ON M6J 1G8

Telephone Number: (416) 703-6877

Fax Number: (416) 703-3930

Email: Registrar@maxthemutt.com

6. Complaints will be reviewed by a Resolution Committee, as established by the College (the "Resolution Committee"), but only after the Student has complained to the Registrar.
7. The Resolution Committee will also ask for a copy of any written response(s) from those already contacted by the Student in accordance with the procedure.
8. 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.
9. Records of complaints will be maintained at the location where they originated for a period of at least three years.

MAXINE SCHACKER - Director

TINA SEEMANN - Animation Director

Max the Mutt College of Animation, Art & Design
952 Queen Street West, Suite 300, Toronto, ON M6J 1G8 Canada
Toll-free: 1-877-486-MUTT Phone: (416) 703-6877 Fax: (416) 703-3930
www.maxthemutt.com info@maxthemutt.com

Registered as a private career college under the Private Career Colleges Act, 2005

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 Registrar.

The Registrar will arrange a meeting with the Student and Program Education Coordinator 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 of the meeting will be recorded.

The Registrar 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 for which the decision is based and 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 Resolution Committee.

The Resolution Committee will arrange a meeting with the Student within 14 days of receipt of the written complaint (a copy of the written complaint which was submitted to the Registrar), the Registrar's response 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. The minutes of the meeting will be recorded.

The Resolution Committee 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 on which the decision is based and minutes of meetings held.

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STEP 4: If not resolved in Step 3, the Student will proceed to contact the Superintendent using the following contact information:

Superintendent of Private Career Colleges
Ministry of Training, Colleges and Universities
Private Career Colleges Branch
77 Wellesley Street West, Box 977
Toronto, ON
M7A 1N3

Max the Mutt College of Animation, Art & Design Representatives:

Note: All listed individuals are subject to change with notice given to the Student.

Registrar / Administrator: Noelle Belgrave

Resolution Committee

- Program Education Coordinator
 - Animation Program: Tina Seemann
 - Concept Art Program: Roksolana Tchotchieva
 - Sequential Arts Program: Kent Burles
- Registrar / Administrator: Noelle Belgrave
- A Director: Maxine Schacker or Tina Seemann
- Student Representative: To be determined at time of hearing by mutual agreement between the Student and the Resolution Committee.

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