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<b>POLICY TYPE:</b>	Administrative
<b>POLICY TITLE:</b>	Learner Complaints Policy
<b>POLICY NO.:</b>	ADMIN-008
<b>RESPONSIBLE BODY:</b>	Board of Directors
<b>POLICY SPONSORS:</b>	<input checked="" type="checkbox"/> Risk Management and Policy Committee <input checked="" type="checkbox"/> OMC <input checked="" type="checkbox"/> Executive Director <input checked="" type="checkbox"/> Board of Directors
<b>EFFECTIVE DATE:</b>	January 2000
<b>REVISED:</b>	February 2019 October 2014
<b>REVIEW DATE:</b>	March 2023

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### Introduction

OntarioLearn places a strong emphasis on the learner experience. Partner institutions are committed to addressing any concerns learners have about their educational experience or the services they receive, in a responsive and timely manner. Each registering institution affords recourse to their learners regarding complaints.

### Purpose

This policy outlines the structure by which learners, host institutions and registering institutions can address learner complaints related to a learning experience, services received or an employee.

### Definitions

**Complaint:** A learner’s oral or written expression of, discontent or dissatisfaction with, their online learning experience, institution services or an employee.

**Host institution:** The institution who owns/delivers the course.

**Registering institution:** The institution where the learner is registered.

### Policy statements

1. Learners have the right to raise concerns and expect recognition and resolution of their complaints.
2. In the event of a conflict, learners are encouraged to attempt to resolve the difficulty directly with the individual(s) involved.
3. In some instances, learners may require assistance in resolving a problem. This assistance can be obtained through the OntarioLearn Coordinator (or designate) at their registering institution.

4. OntarioLearn Management Committee representatives from the host and registering institution will intervene if the Coordinators cannot resolve the issue.
5. If a complaint is not resolved to the learner's satisfaction, a formal appeal may be initiated as per the Academic Appeals Policy of their registering institution.

**Accessibility for Ontarians with Disabilities Act (AODA) considerations**

OntarioLearn's commitment to accessibility and AODA standards has been considered in the development of this policy.

**Roles and responsibilities**

It is the responsibility of the registering institution to acknowledge and provide assistance related to a complaint from their learner in a timely manner.

It is the responsibility of the host institution to investigate and provide input in a timely manner related to any complaint issue that involves a learner registered in a course that they host.

**Non-compliance implications**

Non-compliance may result in a non-satisfactory course review result and may have a negative impact on the reputation of both the registering institution and the host institution.

**Communications Plan**

This policy will be posted on the OntarioLearn Teams.

**Related policies, procedures and directives**

Learner Complaints Procedures (ADMIN-008.1)

Academic Appeals Policy and Procedures (ACAD-001 and ACAD-001.1)

Registering Institution Appeal Policy/Procedures and Learner Complaint practices