

Procedure # and Title:	ADMIN-008.1 Learner Complaints	Relates to Policy #:	ADMIN-008
Procedure to be posted to: <i>(Teams, Web, etc.)</i>	TEAMS	Effective Date:	January 2000
Responsible Bodies: <i>list all that apply: (OMC, OL ED, OL Staff, Institution Staff, Board, etc.)</i>	OMC, OL ED, OL Staff, Institution Staff	Revised Date:	February 2019 October 2014
		Review Date:	March 2023

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. This procedure outlines the structure by which learners and host institutions/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 that owns/delivers the course.

Registering institution: The institution where the learner is registered.

Details – Procedures Including Roles and Responsibilities

1. In the event of a conflict where a learner is unable to resolve the difficulty themselves with the individual(s) directly involved, assistance should be sought by the OntarioLearn Coordinator (or designate) at their registering institution.
2. Where appropriate, the OntarioLearn Coordinator at the registering institution will contact the OntarioLearn Coordinator at the host institution to assist in the resolution of the problem. If necessary and if approved by the OntarioLearn Coordinator at the host institution, facilitators can be contacted directly.
3. If the complaint cannot be resolved between the OntarioLearn Coordinators at the host and registering institution, the OntarioLearn Management Committee representative from the registering institution will intervene and contact the OntarioLearn Management Committee representative from the host institution to discuss an appropriate resolution.

Accessibility and AODA considerations

OntarioLearn’s commitment to accessibility and AODA standards has been considered in the development of these procedures.

Related policies, procedures and directives

Learner Complaints Policy (ADMIN-008)

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

Registering Institution Appeal Policy/Procedures and Learner Complaint practices