

# VOCATIONAL PROGRAM ENROLMENT CONTRACT

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## SCHEDULE I: STUDENT COMPLAINT PROCEDURE

**For Complaints to be addressed by PHS Truck & Training Services' Registrar, hereinafter defined, in compliance with the *Private Career Colleges Act, 2005*, 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 PHS Truck & Training Services to the Students to deal with student complaints in a timely manner. The Registrar may be contacted using the following information:

Gurpal Singh  
PHS Truck & Training Services  
7150 Torbram Road, Unit # 4, Mississauga, L4T 4B5  
Phone # 416.826.2451 or email: phstraining1@gmail.com

6. 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.
7. Records of complaints will be maintained at the location where they originated for a period of at least three years.
36. (1) The student complaint procedure required under section 31 of the Act shall include,
  - (c) the process to be followed by the private career college in dealing with the complaint which shall include,
    - (i) giving the student making the complaint an opportunity to make oral submissions,
    - (ii) allowing the student to have a person present with the student at all stages of the proceedings, and
    - (iii) the right of the student to have the person referred to in subclause (ii) make the oral submissions on his or her behalf;
  - (h) a requirement that the college maintain a record of every complaint at the campus where the complaint originated for a period of at least three years from the date of the decision relating to the complaint, which record shall include a copy of the complaint, of any submission filed with respect to the complaint and of the decision; and

**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 the Instructor within 2 days of receipt of the written complaint.

Gurpal Singh  
PHS Truck & Training Services  
7150 Torbram Road, Unit # 4, Mississauga, L4T 4B5  
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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 Director. The Director will arrange a meeting

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with the Student and the Instructor within 2 days of receipt of the written complaint.

Kulwinder Singh

PHS Truck & Training Services

7150 Torbram Road, Unit # 4, Mississauga, L4T 4B5

Phone # 416.826.2451 or email: [phstraining1@gmail.com](mailto:phstraining1@gmail.com)

The Director will provide a written response to the Student, outlining the discussion and any proposed and/or agreed upon solution(s) within 3 days of the meeting. This response will include a decision statement, together with the reasons for which the decision is based.

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

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

**Manager, Registration Unit**

Ministry of Advanced Education and Skills Development

Private Career Colleges Branch

77 Wellesley Street West, Box 977

Toronto, Ontario M7A 1N3

(P) 416.314.0500

**PHS Truck & Training Services Representatives:**

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

Registrar / Administrator:

Gurpal Singh

7150 Torbram Road, Unit # 4

Mississauga, L4T 4B5

Ph.: 416.826.2451 email: [phstraining1@gmail.com](mailto:phstraining1@gmail.com)

Director:

Kulwinder Singh

7150 Torbram Road, Unit # 4

Mississauga, L4T 4B5

Ph.: 416.826.2451 email: [phstraining1@gmail.com](mailto:phstraining1@gmail.com)