



Student Complaint Policy and Procedure

Last Revised: May 2026

Institution	International Centre for English Academic Preparation Inc. (“ICEAP”)
Policy Owner	ICEAP Administration and Student Service and Academic Department
Applies To	Prospective, current, and former international students enrolled in or applying to ICEAP programs
Availability	Website, Student Handbook, student contracts and enrollment packages, and ICEAP Administrative Office

Policy Statement

The International Centre for English Academic Preparation (ICEAP) is committed to maintaining a safe, respectful, inclusive, and supportive learning environment for all students.

This Student Complaint Policy and Procedure establish a fair, transparent, and consistent process for addressing student complaints and concerns while respecting individual rights, confidentiality, academic integrity, and applicable laws.

ICEAP will exercise reasonable care to protect the rights and dignity of all parties involved in a complaint process, including the complainant, respondent, witnesses, and staff members.

Complaints may relate to academic matters, student services, conduct, discrimination, harassment, bullying, institutional procedures, or any issue affecting the student experience within ICEAP English language programs, activities, services, online learning environments, or educational events.

This policy applies to all current, former, and prospective students participating in ICEAP English language programs and services.

The purpose of this policy is to:

- Ensure students have access to a fair complaint resolution process.
- Encourage respectful and timely resolution of concerns.

- Protect students from retaliation for raising concerns in good faith.
- Promote accountability, transparency, and procedural fairness.
- Support a positive educational environment.

This policy applies to complaints involving:

- Academic matters
- Instructor conduct
- Student conduct
- Harassment or discrimination
- Bullying or intimidation
- Student services
- Administrative decisions
- English language program delivery
- Online or in-person learning environments
- ICEAP-sponsored activities or events

This policy does not replace any legal rights available under Canadian or Ontario law.

Student Rights During the Complaint Process

Students involved in the complaint process have the right to:

- Be treated respectfully and fairly.
- Submit complaints without fear of retaliation.
- Receive information about complaint procedures.
- Present information, explanations, and supporting documents.
- Be accompanied by a support person or representative during meetings.
- Receive written communication regarding complaint decisions and outcomes.
- Request confidentiality to the extent possible.
- Withdraw a complaint at any stage of the process where appropriate.
- Appeal decisions in accordance with this policy.

Complaint Resolution Methods

ICEAP encourages concerns to be addressed as early and respectfully as possible. Depending on the nature and seriousness of the issue, complaints may be resolved through one of the following methods:

1. Personal Resolution (Optional First Step)

Where safe, reasonable, and appropriate, students are encouraged to first attempt to resolve concerns directly with the individual involved.

Students may:

- Explain respectfully that the behavior or issue is inappropriate or concerning.
- Request that the behavior stops or the issue be corrected.
- Seek clarification or discussion before escalating the matter.

Students are encouraged to document relevant details, including:

- Dates and times
- Locations
- Individuals involved
- Description of the incident
- Witnesses
- Actions taken
- Relevant communications or evidence

Personal Resolution is not mandatory and should not be attempted where:

- The student feels unsafe.
- The issue involves harassment, discrimination, threats, or serious misconduct.
- There is a power imbalance.
- The behavior continues after being addressed.

2. Informal Resolution

Students who require assistance may contact ICEAP administration or student services to seek informal resolution.

Informal Resolution aims to:

- Resolve concerns quickly and respectfully.
- Encourage constructive communication.
- Preserve dignity and relationships where possible.
- Avoid unnecessary escalation.

Informal resolution methods may include:

- Facilitated discussions

- Mediation
- Clarification meetings
- Administrative intervention
- Written agreements between parties

Where an informal resolution is reached, ICEAP can document the outcome confidentially.

Informal resolution may not be appropriate where:

- The issue is serious in nature.
- Safety concerns exist.
- The behavior continues.
- One or more parties refuse participation.
- The complaint involves significant misconduct.

In such cases, the matter may proceed to Formal Resolution.

3. Formal Resolution

Students may submit a formal written complaint to ICEAP administration.

Formal complaints will normally be reviewed by the Student Services Manager or designate. Academic complaints may be reviewed by the Academic Lead or designate.

Formal complaints should include:

- Student name and contact information
- Description of the complaint
- Relevant dates and details
- Individuals involved
- Supporting documents or evidence
- Desired resolution if applicable

Formal complaints should normally be submitted within thirty (30) calendar days of the incident or issue unless exceptional circumstances exist.

Complaint Review Process

Upon receiving a formal complaint, ICEAP will:

1. Confirm receipt of the complaint.
2. Review whether the complaint falls within the scope of this policy.
3. Assess any immediate safety or operational concerns.

4. Notify relevant parties where appropriate.
5. Conduct a fair and impartial review or investigation.

ICEAP may:

- Interview involved parties or witnesses.
- Review documents, communications, or records.
- Request additional information.
- Appoint an internal or external investigator where necessary.

All parties are expected to cooperate honestly and respectfully during the process.

The student may have a support person present at all stages of the complaint process, and the support person may make submissions on behalf of the student.

The student and their support person will be given an opportunity to make oral and written submissions.

Decision and Outcome

ICEAP will issue a written decision within fifteen (15) business days after receiving a complete formal complaint, unless additional time is required due to the complexity of the matter, in which case the student will be notified in writing.

Once the review is completed, ICEAP will provide written communication outlining:

- Findings or conclusions
- Any actions taken
- Applicable recommendations or sanctions
- Appeal information where relevant

Possible outcomes may include:

- No further action
- Educational or corrective measures
- Behavioral expectations
- Mediation or reconciliation
- Academic consequences
- Restricted access to activities or services
- Suspension or dismissal in serious cases

Confidentiality

ICEAP will make reasonable efforts to maintain confidentiality throughout the complaint process.

Information will only be shared with individuals who need access to investigate, respond to, or resolve the complaint, or where disclosure is required by law or safety concerns.

Students are expected to respect the privacy and confidentiality of all parties involved.

Protection from Retaliation

ICEAP prohibits retaliation against any individual who:

- Files a complaint in good faith
- Participates in an investigation
- Provides information or support during a complaint process

Acts of retaliation may result in disciplinary action.

Appeals

Students who are dissatisfied with the outcome of a formal complaint may submit a written appeal.

Appeals should normally be submitted within five (5) business days of receiving the decision.

Appeals may be considered where:

- New information becomes available.
- Procedural fairness was not followed.
- There is evidence of bias or significant error.

A final appeal review will be conducted by an appropriate ICEAP administrator or designate not directly involved in the original decision where possible.

The decision made at the conclusion of the appeal process will be considered final within the institution.

External Complaint Options

Where applicable and legally permitted, students may seek advice or assistance from external agencies, regulators, or legal authorities.

ICEAP encourages students to first follow the internal complaint procedures before pursuing external processes whenever appropriate.

Complaint Records

ICEAP will maintain complaint records securely and confidentially in accordance with institutional practices and applicable privacy legislation.

Records may include:

- Complaint forms
- Investigation notes
- Evidence and documentation
- Written decisions
- Appeal outcomes

Complaint records will only be accessible to authorized individuals.

False or Malicious Complaints

Complaints made in good faith will not result in disciplinary action even if the complaint is not substantiated.

However, intentionally false, misleading, or malicious complaints may result in disciplinary action.

Policy Administration

ICEAP administration is responsible for:

- Implementing this policy
- Ensuring procedural fairness
- Maintaining complaint records
- Supporting students through the process
- Monitoring compliance with institutional standards

Policy Review

This policy may be reviewed and updated periodically to reflect changes in legislation, institutional practices, or operational requirements.

Students will be informed of significant updates through official ICEAP communication channels.

Student Complaint Form

International Centre for English Academic Preparation (ICEAP)

Student Information

Full Name: _____

Student ID Number (if applicable): _____

Program / Level: _____

Date of Complaint: _____

Phone Number: _____

Email Address: _____

Complaint Details

1. Type of Complaint (Please check all that apply)

- Academic Concern
- Teacher / Staff Conduct
- Attendance or Scheduling
- Student Behavior / Bullying
- Discrimination or Harassment
- Facilities / Safety

- Refund / Financial Concern
- Homestay Concern
- Other: _____

2. Description of the Complaint

Please explain your concern clearly, including important dates, names, and details.

3. Date(s) and Location(s) of Incident

Date(s): _____

Location(s): _____

4. People Involved

Please list the names of any people involved or witnesses.

5. Steps Already Taken

Have you already discussed this issue with a teacher, staff member, or administrator?

- Yes
- No

If yes, please explain:

6. Requested Resolution

What would you like ICEAP to do to help resolve this matter?

Supporting Documents

Please attach any supporting documents, screenshots, emails, or evidence if available.

- Attached
- Not Attached

Student Declaration

I confirm that the information provided in this complaint form is accurate and truthful to the best of my knowledge.

Student Signature: _____

Date: _____

Office Use Only

Received By: _____

Date Received: _____

Action Taken / Notes:

Outcome: _____

Resolved Date: _____

Students will not be penalized for submitting complaints in good faith.