



The Canadian Gemmological Association

55 Queen St E, Lower Concourse #105, Toronto, ON M5C 1R6
Tel: 647-466-2436 Fax: 866-757-9603
www.canadiangemmological.com; info@canadiangemmological.com

Student Complaint Policy

General Guidelines

1. A statement of complaint must be made in writing.
2. All complaints are confidential.
3. The procedure outlined below must be followed.
4. A staff member presented with a verbal complaint will ask the student to follow the procedure and remind the student of the written complaint requirement.
5. The Grievance Counsellor will also ask for a copy of any written response(s) from those already contacted by the student in accordance with the procedure.
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 in the location of origin for a period of at least three years.

Complaint Procedure

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 Director of Education, using the contact information:

John Mattinson, Director Of Education
Canadian Gemmological Association 55
Queen Street East, Suite #105
Toronto, ON M5M 3Y8

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The Grievance Counselor will arrange a meeting with the student 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 will be recorded for this meeting.

The Grievance Counselor 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 upon which the decision is based and the 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 President of the Board of Directors, using the contact information:

Donna Hawrelko, President
Canadian Gemmological Association
55 Queen Street East, Lower Concourse #105
Toronto, ON M5C 1R6

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The President of the Board of Directors will arrange a meeting with the student within 14 days of receipt of the written complaint, or the report from the Grievance Counselor 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. Minutes will be recorded for this meeting.

The President of the Board of Directors 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 and minutes of meetings held.

If not resolved at this level, the student will proceed to contact the Superintendent of Career Colleges, Ministry of Training, Colleges and Universities, using the following contact information:

Superintendent of Career Colleges
Advanced Education and Skills Development
77 Wellesley Street West, Box 977
Toronto, ON M7A 1N3



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Student Expulsion Policy

This policy statement demonstrates the College's determination that behaviour that is disruptive to the maintenance of an appropriate academic environment, that is harmful to others, that is threatening to others, that vandalizes Canadian Gemmological Association property, that constitutes an act of academic dishonesty, or that is illegal will not be tolerated. The policy defines a range of disciplinary responses depending upon the seriousness of the offence. The policy concentrates on the results of such infractions, not on the intent of the perpetrator. Remedies range from formal warning, to suspension, to expulsion from the College. In some situations, the College will turn to authorities – such as the police – for assistance. As this policy outlines increasingly severe disciplinary action, it is very specific in content. This policy applies to all students whether they are traditional on-site students or distance students.

Statement on Student Conduct

Students are members of a complex community and as such are required to obey the laws of the Dominion, the Province, and the City; are required to observe the rules of the Canadian Gemmological Association; and to conduct themselves within the commonly accepted standards of behaviour. In a community dedicated to the development of mature and responsible individuals, the Canadian Gemmological Association will not tolerate the following behaviours/offences:

- dishonesty
- misconduct
- disruption of the academic environment
- destruction of property
- fraud
- misdemeanors, or other offences against persons or things; or
- failure to respect the rights of others.
- failure to make tuition payments

Students are at all times responsible for their own actions. Ignorance of the rules or of the law is not a defense against disciplinary action. Lack of intention to violate Canadian Gemmological Association rules will not generally excuse an infraction. The College reserves the right at all times and at any time to discipline, suspend, expel, place terms or conditions upon, or refuse admission or registration to any individual whose action or influence is considered contrary to this disciplinary policy. Disciplinary actions may become part of the permanent academic record.

Minor Infractions

A minor infraction refers to such matters as being disruptive and disrespectful of others on College property



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Handling Minor Infractions

Students who observe an infraction should report the matter to a College staff member. If an academic employee or administrative or support staff member observes an infraction or receives a report that an infraction has occurred, he/she will verbally advise the student that the activity is in violation of College policy.

Major Infractions

A major infraction refers to such matters as disruption of the academic environment; theft on College premises; making threats to the safety and security of others; harassing other members of the community; promoting racism or hatred of others; and vandalism of College property. Generally, an infraction is considered major when:

- College property (e.g., educational resource materials, computers, laboratory equipment, or any other teaching aid) is stolen or vandalized;
- there is immediate danger to individuals or property;
- there is a criminal act;
- the action is utterly disruptive to the academic environment;
- there are repeated or continuous minor infractions;
- there is an act of academic dishonesty;
- frivolous and vexatious legal proceedings against the College or any of the College staff are commenced;
- there is dissemination of slanderous, defamatory, or libelous material regarding any member of the College community.

Handling Major Infractions

Reporting Offences

If a student sees anyone committing a major infraction, he/she should report it immediately to any academic employee or administrative staff member.

If an academic employee or administrative staff member sees anyone committing a major infraction or responds to a report, he/she should immediately:

- intervene by ordering the student(s) to stop; and
- report the infraction to the CGA Office
- prepare a full written report, describing the alleged infraction, providing information to support the allegation that an infraction took place, and describing any action taken to date,



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- submit the report to the President of the Board of Directors, who will then be responsible for any further disciplinary action.

Faculty Response

If the administrative staff believes that the student poses a continuing danger to persons or property, or a continuing threat to the academic environment, the CGA Office:

- may order the student removed from the College premises and/or
- may impose an immediate suspension (without warning), pending review of the situation
- forward a copy of the written report (prepared by staff) to the President of the Board of Directors.
- If a student refuses a disciplinary order to leave the premises, the College will:
 - view this refusal as an additional major infraction and
 - will resort to whatever means necessary, including seeking the assistance of the police, to effect a removal

Review and Decision

Within three days of receiving a report of a major infraction, the President of the Board of Directors will:

1. Familiarize himself/herself with the surrounding circumstances and provide the student with:
 - a description of the alleged infraction
 - the information in support of the allegation that the infraction took place.
2. Give the student an opportunity to:
 - personally present their side of the story to the Board of Directors in person and to share any information they believe is relevant to the conduct under consideration
 - ask that the Board of Directors obtain or receive information from others who were presenter who have relevant information for some other reason.
3. Obtain all of the information relevant to the incident (e.g., interview other persons who may have relevant information, etc.). All interviews should occur as soon as reasonably possible.
4. Report to all Members of the Board of Directors with a recommendation regarding what action, if any, should be taken.

The President of the Board of Directors will then:

5. Convene a meeting with the student and the Board of Directors to share with the student the recommendation that has been made by the Board of Directors and the reason(s) for that recommendation.
6. Give the student an opportunity at that time to present his/her side of the story before deciding what action, if any, should be taken in relation to the alleged infraction. Interview any other parties who may be able to provide information about the relevant circumstances.



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7. Give both the student and the Board of Directors an opportunity to comment upon those facts considered important in this decision-making process.
8. Make a final decision and where required, consult with the offended party regarding the resolution.
Note: In some cases, there may be an ongoing relationship between the parties involved (e.g., student and instructor/classmate). Obtaining agreement concerning the resolution may help to ensure that any discomfort is not prolonged or intensified.
9. Advise the student and the Board of Directors of that decision in writing, including the reasons for the decision and the sanction to be imposed. Students are not permitted in class or on College premises during a suspension, or following an expulsion.
 - The normal time frame for an expulsion is a period of 12 calendar months from the date of the expulsion. Following that period, the student may apply for re-admission to the College

Non Payment of Tuition Fees

Students are informed of all fees related to the program of study during the admission process. Program costs may include charges for tuition, registration, learning guides, kits and materials.

Tuition costs for prospective students are subject to change without notice upon approval from the provincial regulating body.

Tuition is due according to the terms of any payment plan negotiated with a College Financial Representative. All tuition and other fees must be paid in full prior to the academic end date specified on the student's enrollment contract.

If you do not pay your academic fees within the agreed times, or do not contact the College and agree to a revised payment plan. **You can be suspended from your studies and ultimately withdrawn from the College for non-payment of fees.** Please contact us if you are having difficulties paying your academic fees.

Students who do not pay fees as agreed upon or do not make satisfactory arrangements to pay tuition and other charges will be suspended or dismissed from the College.

Re-admittance After Suspension or Expulsion

- Students who have been suspended or expelled will be re-admitted to a class or program only: after the time frame specified, or receipt of unpaid tuition
- after entering into a written agreement, undertaking to comply with College Policy and to behave in an appropriate manner at all times