

# Complaint Form

## Saskatchewan Private Vocational Schools

### Important

Before you begin, please note that all registered private vocational schools in Saskatchewan are required to have an internal dispute resolution process. Use this form only if you have already registered your complaint with the school and attempted to resolve it using the school's internal process.

If you have been through the internal dispute resolution process and were not able to reach a satisfactory settlement, please attach copies of any and all documents written by you and/or the school that are associated with the dispute to this form.

I have attempted to resolve my complaint through my school's internal dispute resolution process (please check one box).  Yes  No

### Information about you

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
Street/Box No.      Apt No.      City/Town      Province      Postal Code

Daytime Telephone No.: \_\_\_\_\_ Mobile No.: \_\_\_\_\_

Fax: \_\_\_\_\_ Email Address: \_\_\_\_\_

### School information

School Name: \_\_\_\_\_

School Address: \_\_\_\_\_  
Street/Box No.      Apt No.      City/Town      Province      Postal Code

Program Name: \_\_\_\_\_

Program Start Date (dd/mmm/yyyy): \_\_\_\_\_ Program End Date (dd/mmm/yyyy): \_\_\_\_\_

## Details of your complaint

What is your complaint with the school? (Please attach a separate document if you need more space.)

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What do you expect the school to do to resolve your complaint? (Please attach a separate document if you need more space.)

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Please list any attached documents here: \_\_\_\_\_

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X \_\_\_\_\_  
Signature of Complainant

\_\_\_\_\_  
Date (dd/mmm/yyyy)

# Instructions

## Saskatchewan Private Vocational Schools

Please note that all registered private vocational schools in Saskatchewan are required to have an internal dispute resolution process. Use the private vocational schools *Complaint Form* **only** if you have already registered your complaint with the school and attempted to resolve it using the school's internal dispute resolution process.

If you have been through the internal dispute resolution process and you and the school were not able to agree upon a resolution, please follow these instructions when completing the *Complaint Form*. Please attach copies of any and all documents written by you and/or the school that are associated with the dispute to the form.

### **Your Name**

Print or type your full name.

### **Your Address**

Print or type your full mailing address.

### **Phone Number and Email**

Provide the best phone number to reach you during the day as well as any applicable mobile or fax numbers and your email address.

### **School Name**

Please provide the full name of the school with which you are in dispute.

### **School Address**

Please provide the full mailing address of the school.

### **Program Details**

Please provide the name, start and end dates of the program in which you are enrolled or were enrolled when the dispute arose.

### **What is your complaint with the school?**

Please provide details of your concern and the internal dispute resolution process you followed with the school. Be as specific and factual as possible, including names, dates, times, and any supporting documents. Use a separate sheet of paper if you need more room.

### **What do you expect the school to do to resolve your complaint?**

Please tell us what outcome you feel would resolve your concern(s). Please be as reasonable and fair as possible.

## **Signature of Complainant/Date**

An original signature is required. Please sign and date the completed Complaint Form.

## **Completed Complaint Forms may be faxed, mailed or delivered to:**

Ministry of Advanced Education  
Universities and Private Vocational Schools Branch  
1120 – 2010 12th Avenue,  
REGINA SK S4P 0M3

Fax: 306-798-3379

Note: The Ministry of Advanced Education will review the submitted Complaint Form. If the Ministry determines the documentation submitted demonstrates the school may be in non-compliance with legislative requirements, Ministry staff will work with the school to ensure it is in compliance with *The Private Vocational Schools Regulation Act, 1995* and *The Private Vocational Schools Regulations, 2014*. Incomplete Complaint Forms will not be processed. Anyone who intentionally files misleading or false statements may be prosecuted.