



Student Complaint / Expulsion Policy

Student Compliant Procedures / Expulsion Policy (1)

NACPT is committed to undertake all necessary procedures to confirm that the students are able to successfully complete their program. NACPT has the commitment with student expulsion policy that all students are treated fairly and equally. The students that do not support academic and ethical goals of NACPT, for themselves and other students may be subjected to penalties in accordance with expulsion policy. In general, the institute will make the effort to resolve problems without expulsion. If the integrity, safety or well being of the institute, students, staff, clients and visitors is in danger then expulsion may be implemented at the institute's discretion at any point in the resolving issues.

Student Complaint Procedure (2)

The student complaint procedure will include the following steps:

1. Students can make the complaint through oral submission to the program coordinator.
2. Students can have a person present at all stages of the proceeding. Students has the right to have the person referred in this clause to make the oral submissions on his or her behalf.

Description of the manner, in which complaints, submissions and decisions will be recorded:

The student must provide the following details through oral submission to the program coordinator, Tel#: (416) 412-7374, Fax: (416) 412-6332, e-mail: info@nacptpharmacollege.com)

- Course Title:
- Instructor name/service:
- Complaint details:

The complaints, submissions and decisions will be recorded for quality purpose.

3. The issue will be discussed with appropriate individual/instructor and with or without the presence of the student, where appropriate.
4. The decision will be made based on the action need to be taken. The decision will be taken within 5 business days from the date of the complaint. The decision will be delivered to the student in writing with the included reasons.

If the oral complaint can not be satisfied within time frame, it shall be made in writing with the following information:

- Course Title:



Student Complaint / Expulsion Policy

- Instructor name/service:
- Complaint details:

The college director will decide whether to dismiss the complainant or make a recommendation as to any further action in relation to the complaint.

Contact Information: (Name: Rathi Paramasamy Tel#: (416) 412-7374, Fax: (416) 412-6332, e-mail: rathi.nacpt@gamil.com)

Procedure for reviewing a decision (3)

1. The department head will review the decision
2. The department head will make any recommendations or accept the decision or refuse the decision
3. A final decision will be made at this point of review process.
 - a. NACPT maintains 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. This record shall include a copy of the complaint, any submission filed with respect to the complaint, and the decision
 - b. NACPT will provide the student who makes a complaint with a copy of the record referred to in sub-clause (3)A.
 - c. If the student is not satisfied with a private career college's resolution of his or her complaint in accordance with the procedure set out in subsection (2), the student may refer the matter to the Superintendent and shall include in his or her application to the Superintendent and a copy of the record referred to in clause (3)B.
 - d. NACPT shall, as a condition of its registration, file a copy of any changes by the Superintendent.
 - e. A change to NACPT's complaint procedures shall not come into effect until approved by the superintendent.
 - f. If you are not satisfied with the resolution of your complaint you may submit your complaint to the Superintendent of Private Career Colleges through PARIS, the ministry's new automated system. This will assist them in better serving you by being able to track your complaint easily. First, please go to this website: www.pcc.tcu.gov.on.ca/PARISExtWeb/public/register.xhtml You will need to Register as a new PARIS user input your contact information and answer security questions. Once you have registered for a



Student Complaint / Expulsion Policy

student account you'll have access to the PARIS Reference Guide for students in case you need assistance lodging your complaint. The reference guide can be found in the Tools & Resources section. Once you have completed this process, an email will be sent to you at the email address you submitted with a temporary password. Please log in to PARIS and change the temporary password to a permanent one. Once you have gained access to PARIS, you will be prompted for your contact information.

Expulsion Policy (4)

1. Academic Dishonest - A word, action for the direct or indirect intension of providing an unfair advantage to self or other students includes plagiarism, cheating, making changes on records, unapproved collaboration, lying, bribery, and misrepresentations.
2. Outstanding Fee - Failures to pay overdue accounts owing to college within the required period as stated in student contract may lead to expulsion after a written warning has been given to student.
3. Code of Conduct - All students are required to obey NACPT's code of conduct. Students may receive suspension for failure to comply or violated any terms NACPT's code of conduct. Students who are dealing with drugs and/or alcohol or carrying weapons will be subject to immediate expulsion. Refer to the attachment of this policy for more details about NACPT Code of Conduct.
4. Errors in Admissions Documentation - NACPT is responsible for ensuring students have been admitted in accordance with the registration requirements for the program. The students who are knowingly misrepresenting their application are subject to immediate expulsion.
5. Academic Failures - Students who fail to meet the academic standing in their program may be expelled from the specific program. NACPT may offer alternatives to a student and the alternative offers are outlined in the academic policies for the program of study. Refer to NACPT Evaluation Policy for more details about academic failures.
6. Attendance - Students who do not achieve the required attendance as stated in the academic policies for the program of study are subjected to expulsion. Refer to NACPT Evaluation Policy for more details about attendance requirements.
7. Harassment or Discrimination - Any student, who is evidenced by the investigation involved with severe harassment or discriminatory activities, may be expelled by NACPT. The decision depends on the severity of the activities as stated below:



Student Complaint / Expulsion Policy

- a. Racial Harassment - bothering, threatening, or treating someone unfairly because of their race, color, ancestry, country, religious belief, language and ethnic background.
- b. Sexual Harassment - Treating some one unequally due to homosexual, heterosexual or bisexual. This includes saying hurtful comments or action to an individual who is known to be unwelcome, making hurtful jokes or displaying disrespectful signs.

Note: Students must demonstrate an acceptable level of professionalism by being on time for all classes and participating in all class activities (individual and group). Student must show respect for the opinion of others and completing and submitting all assignments by the due dates in the prescribed manner.

8. Misuse of College Property - NACPT's property is for the provision of the college's services. Students who damage, misuse, steal may be expelled and needed to make restitution.
9. Endanger of Staff or Students - NACPT has responsibility to provide safe environment for students, staff, clients and visitors. Students who neglect in any way endanger the safety of themselves or others may be expelled. Expulsion depends on the severity and nature of the situation, and, therefore, NACPT may take intermediate steps at its desecration including verbal warning, written warning, suspension and expulsion.