

Who should I contact if I have an issue regarding the program?

The goal of the Official Languages Programs (OLP-PLO) is to provide a positive, enjoyable, and memorable learning experience. Every institution offers its own unique setting and experience. Experiences will also vary from person to person, including within the same session.

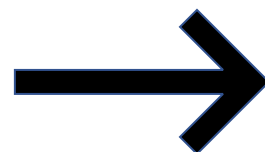
If you've experienced an issue you would like to report, follow the steps below.



YOUR FIRST POINT OF CONTACT

Your first step should be to discuss your concerns or your issue directly with the person involved at the institution and try to find a solution together.

If the matter cannot be resolved or in the rare circumstances where it is not possible or appropriate to discuss the concern or issue directly with the person involved in an attempt to find an amicable solution, you may bring it to the attention of the person responsible for overseeing the program at your host institution, as outlined hereinafter.



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YOUR HOST INSTITUTION

If you take the matter to the person responsible for overseeing the program at your host institution, please do so either orally or in writing, in accordance with any applicable policy of the host institution. Please provide details of the issue or concern and any relevant records, including the steps you and/or the person involved undertook to resolve the matter at the first point of contact. Providing this information will facilitate the review of the issue by the institution.

The institution will look into the issue in a manner it considers appropriate depending on the nature and severity of the matter. This review may require further discussions with you or others, along with requests for further details or documents. The person in charge will communicate with you in more detail regarding the specific process, according to the host institution. This process may include referring the matter to the first point of contact.

Once the institution has completed its review of the matter, you will receive confirmation of the institution's decision or recommendation in writing or by other means, as per the institution's policy.



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YOUR PROVINCIAL OR TERRITORIAL COORDINATOR

If you remain dissatisfied with the action taken by the institution, you can submit a complaint to the coordinator of your home province or territory.

Once they receive your complaint, the coordinator will look into the matter and respond.

You can submit a complaint to your provincial or territorial coordinator by phone or in writing. You will need to provide the following information:

1. Participant's full name
2. Program application number (6 digits)
3. Name of the host institution
4. Session dates

If you haven't already done so, your provincial or territorial coordinator may request that your complaint be provided in writing. You may also be requested to provide further information, including the exchanges between you and the institution, per the two previous steps above. For example, your coordinator may request copies of the original complaint and the response from the institution.



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* What is a complaint?

A complaint is when a participant or, if they are a minor, their parent or guardian, expresses dissatisfaction about a service they received or should have received from an Official Languages Program, or about a decision made concerning them.

Please note that vexatious, abusive, or frivolous complaints may not be reviewed and processed by your host institution or your provincial or territorial coordinator.