



Expulsion Policy

The College reserves the right to expel any student for the following reasons:

- Theft
- Cheating
- Alcohol or drug use on Academy property
- Physically or verbally harassing an instructor or other student
- Willful damage to Academy property
- Repeated and unexcused absenteeism

Dispute Resolution Policy

Dispute Resolution – With Fellow Students

Students who have disputes amongst themselves are encouraged to resolve those disputes amongst themselves and never during school time. Any inter-student dispute that disrupts the class will be resolved by the teacher asking both students to leave the room for the remainder of the day and may not return to class until the teacher is satisfied that the issue is resolved and will no longer disrupt the remaining students.

Dispute Resolution – With Faculty Members

Students who have a dispute with a faculty member and are not able to resolve their dispute may approach the Registrar by appointment for resolution. The Registrar will review the case with the President. The decision made by the President is final and binding.

Dispute Resolutions – With Test and Final Grades

Students who have a dispute with regards to their grades may make an appointment to discuss this with the teacher outside of class time. Failing a satisfactory resolution, students may approach the Registrar by appointment for resolution. The Registrar will review the case with the President. The decision made by the President is final and binding.

Complaints

Student complaints concerning an instructor, the school or grading will be dealt with in a fair and confidential manner. A protocol has been established to assess and resolve any issues that may arise. Students are advised to review and follow the general guidelines and complaint procedure as outlined below:

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. If presented with a verbal complaint, the Registrar will ask the student to follow the procedure and remind the student of the written complaint requirement.
5. The Registrar 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 where it originated 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 Registrar, using the contact information:

Andrew Gayman
Director of Academy and Registrar
The Charles MacPherson Academy
507 King Street East, Suite 200
Toronto, ON M5A 1M3

(416) 361-6434
andrew@charlesmacpherson.com

The Registrar 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 have another person make the oral presentation on his/her behalf.

CHARLES MACPHERSON ACADEMY INC.
SCHOOL FOR BUTLERS AND HOUSEHOLD MANAGERS

507 KING STREET EAST, SUITE 100, TORONTO M5A 1M3 CANADA TEL 416.369.1146 FAX 416.369.1743

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The Registrar 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 on which the decision is based and 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, using the contact information:

Charles MacPherson
President
The Charles MacPherson Academy
507 King Street East, Suite 200
Toronto, ON M5A 1M3

(416) 361-6434
charles@charlesmacpherson.com

The President will arrange a meeting with the student within 14 days of receipt of the written complaint and the report from the Registrar 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 have another person make the oral presentation on his/her behalf.

The President 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 Private Career Colleges, Ministry of Training, Colleges and Universities using the following contact information:

Superintendent of Private Career Colleges
Private Career Colleges Branch
Ministry of Training, Colleges and Universities
9th Floor, Mowat Block
900 Bay Street
Toronto, ON M7A 1L2

Fee Refund Policy

The Charles MacPherson Academy will issue a fee refund within 30 days upon receipt of the student's written notice of cancellation or withdrawal or 30 days upon the student's receipt of a written expulsion from the Academy.

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If the student does not meet the admission requirements at the time the program begins, the Academy will issue a refund of fees within 30 days of the start of the program.

If the student does not attend the first 14 days of classes, the Academy can cancel the contract and issue a refund within 45 days of the start of the program.

The student must return any goods received under the contract in the same state they were in when supplied to the student within 10 days of withdrawing in order to receive a credit for them. All refunds are in Canadian dollars.

The same refund policy applies when the student withdraws from the program or is expelled from the Academy in accordance with the Academy's expulsion policy.

Partial Refund Before a Program Begins

The student must give the Academy a written demand for a refund. The student is entitled to a refund of fees paid for the program, except that the Academy will retain 20% of the total fees for the program or \$500, whichever is less. The Academy will issue partial refunds for any of the following circumstances:

1. The student withdraws from the program before it begins.
2. The student does not meet the program's admission requirements before the program begins.
3. The Academy cancels the contract for the program within 45 days of the start of the program because the student did not attend the first 14 days of classes. The Academy will give written notice of the cancellation to the other party to the contract within 45 days of the day the program commences.

Partial Refund After a Program Begins

The student must give the Academy a written demand for a refund. The student is entitled to a refund of fees paid for the program, depending on how much of the program has been delivered by the Academy. The Academy will retain 20% of the total fees for the program or \$500, whichever is less, plus the fees paid with respect to the portion of the program that has been delivered by the Academy. The Academy will issue partial refunds for any of the following circumstances:

1. The student withdraws from the program after it begins. The Academy will pay a partial refund provided the withdrawal occurs during the first half of the program. If the student withdraws from the program during the second half of the program, the Academy is not required to pay the student any refund in respect of that period.
2. The student is expelled from the Academy in a manner or for reasons that are not permitted under the college's expulsion policy. The Academy will pay a partial refund provided the expulsion occurs during the first half of the program. If the

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student is expelled from the program during the second half of the program, the Academy is not required to pay the student any refund in respect of that period.

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