

## Agent Complaint and Grievances Process

This procedure is governed by its parent policy. Questions regarding this procedure are to be directed to the identified Procedure Administrator.

<b>Functional Category:</b>	Operations
<b>Parent Policy:</b>	Agent Relationship Management – Operational Document
<b>Approval Date:</b>	June 8, 2021
<b>Effective Date:</b>	June 8, 2021
<b>Procedure Owner:</b>	NorQuest International
<b>Procedure Administrator:</b>	Manager, International Recruitment

### Overview:

An International Student can lodge a complaint or grievance against their represented agent for the following reasons:

- Not well represented by the agent during the application process
- Agent withholding necessary information from the applicant (Prospect International Student), such as:
  - Log in detail about College Email (MyMail) Id and College (MyQuest) Portal
  - Offer Letter
  - Valuable communication between the Admissions and the agents that are meant for the prospect student

### Stages of Complaints and Grievance against Education Agent Representative

Agent Representative complaints or grievance, will be dealt in three stages by the NorQuest International Office;

#### 1. **Stage One: Agent Re-training**

- After the student's complaint has been reviewed by the Manager of Recruitment, the agent will be scheduled to receive another round of agent training with emphasis placed on the issue raised by the International student.

#### 2. **Stage Two: Written Warning**

- Secondly, if there is another complaint under the same agent's name, NorQuest International will issue the agent a firm written warning upon reviewing the second complaint and the past records.

#### 3. **Stage Three: Cancellation of Contract**

- Finally, the agent's contract with NorQuest College would be cancelled if failure to show improvement when dealing with International Students after Stage Two.
- The agent might not be able to request to renew their contract if failure to improve after the written warning.

### How can you file a complaint or grievance against your represented agent?

1. **Email** - You can send an email to [International.Recruitment@norquest.ca](mailto:International.Recruitment@norquest.ca) and you must include the following details:
  - Your Full Name

- Student ID
- Agent's name
- Complaint or issue

## **2. Walk-ins or Appointments**

- If you are on campus, you can either walk in or schedule an appointment with either an International Student Recruiter or the Recruitment Manager. The International Office is located on the main floor of the CELT building, RM number (1-215)

### **Disclaimer:**

The College shall not be responsible, and shall have no liability for any information provided or representations made by the Agent or any other party in any manner whatsoever relating to the College's information, programs, services or in respect of any other matter.

**Next Review Date:**

June 2023