NORQUEST COLLEGE

International Education Agent Concerns and Complaints Process

Purpose

NorQuest College is committed to maintaining transparency, accountability, and fair practices in its relationships with international education agents (agents). NorQuest International (NQI) provides an informal process through which students can raise concerns about an education agent and, where appropriate, seek resolution.

> Important: This informal process does not prevent a student from submitting a formal complaint through the Student Resolution and Integrity Office (SRIO).

Scope

This process applies to concerns raised by current or prospective international students about the conduct, services, or representations of an international education agent acting in connection with NorQuest College.

Reasons a Student May Raise a Concern

A student may raise a concern for reasons including, but not limited to:

- concerns about how the student was represented during the application or admission process;
- inaccurate, incomplete, or misleading information provided by an agent;
- an agent withholding College information or communications, including an Offer Letter, MyMail or MyQuest access information, or communications from the College;
- fees, services, or commitments that were not clearly explained; or
- other concerns related to an agent's conduct or services.

Submitting a Concern

Students who wish to raise a concern about an international education agent should email International.Recruitment@norquest.ca and provide:

- full name;
- student ID, if available;
- agent's name;
- a description of the concern or issue; and
- any relevant supporting information or documentation.

Students who prefer to discuss their concern in person may request an appointment with an International Student Recruiter using the same email address.

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Informal Resolution Process

When a concern is received, NQI will review the information provided and determine the appropriate next steps. Where appropriate, NQI will work with the student and/or agent to seek an informal resolution.

The informal resolution process may include:

- acknowledging the concern and confirming the next steps with the student;
- gathering additional information from the student, agent, or relevant College area;
- clarifying expectations, responsibilities, contractual requirements, or College processes;
- addressing misunderstandings or communication issues;
- providing additional education, guidance, or training to the agent; and
- identifying other reasonable steps that may resolve the concern.

The appropriate response will depend on the nature, seriousness, and circumstances of the concern. The submission of a concern does not, by itself, establish that an agent has acted improperly.

Where a concern relates to an agent's conduct or services, the agent will normally be provided with an opportunity to respond and provide relevant information before a determination or corrective action is made, unless immediate action is required to address serious risk.

Possible Outcomes

Following review or informal resolution, NQI may:

- confirm that the concern has been addressed or resolved;
- provide clarification or information to the student;
- require the agent to complete additional education or training;
- document expectations or issue a written warning where appropriate;
- monitor the agent or require corrective action;
- refer the matter to another College area, including SRIO, where appropriate; or
- take action in accordance with the agent's agreement with the College and applicable College policies and procedures, including suspension or termination of the relationship where warranted.

Responses will be proportionate to the circumstances. Serious or substantiated concerns may require immediate escalation and do not need to proceed through a sequence of progressive steps.

Formal Complaints and SRIO

NQI's informal resolution process does not prevent a student from submitting a formal complaint through the SRIO. Where a matter cannot appropriately be resolved through the informal process, or where the student wishes to pursue a formal complaint, the student may be referred to SRIO and provided with information about the applicable formal complaint process.

Confidentiality and Information Sharing

Concerns will be handled respectfully and information will be shared only as necessary to assess, address, document, or escalate the matter, subject to applicable College policies, procedures, contractual obligations, and legal requirements.

The College cannot guarantee complete confidentiality. Information may need to be shared with the agent, relevant College employees, SRIO, or other parties where necessary to support procedural fairness, address risk, meet legal or contractual obligations, or complete an appropriate review.

Record Keeping

NQI will maintain appropriate records of concerns received, the steps taken, communications with relevant parties, and the outcome. Records will be handled in accordance with applicable College records management and privacy requirements.

Non-Retaliation

A student may raise a concern or pursue a formal complaint without fear that doing so will negatively affect their application, admission, enrolment, or access to College services. Concerns about possible retaliation should be reported to NQI or the SRIO.

Disclaimer

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