

Complaint Resolution Process

TESL Ontario recognizes that there is a distinction between a legitimate complaint involving a breach of TESL Ontario standards and a complaint that should be addressed at the program provider level. However, when a complaint is submitted to TESL Ontario, additional information from the TESL program concerned may be required in order for TESL Ontario to respond clearly and appropriately to the complainant. As part of the complaint review process, initial fact-finding will therefore take place by email or phone with the program provider. This fact-finding process does not constitute an assumption by TESL Ontario that a breach of standards has occurred.

Following the initial fact-finding stage, the procedures outlined below are undertaken only when it appears that a breach of the TESL Ontario TESL program accreditation standards, practicum requirements, or the Code of Conduct and Terms and Conditions for TESL Program Accreditation may have occurred. Examples of breaches include denying a student's right to appeal, failing to provide opportunities for 20 hours of supervised individual practice teaching in an adult ESL environment, or not covering all required core topics.

TESL Ontario will intervene, provide direction, and conduct follow-up activities only where such actions are deemed necessary and appropriate.

Resolution Procedures

Step 1. The TESL Ontario Accreditation Services Manager (Accreditation Manager) communicates the issue (complaint, grievance, etc.) to the Accredited TESL Program Coordinator (Program Coordinator) and requests relevant information. The Program Coordinator must respond within 10 business days.

Step 2. The Accreditation Manager and the TESL Ontario Adjudicator (Adjudicator) review the information provided by the Program Coordinator to determine whether a breach of standards has occurred.

Step 3. If a breach of standards is identified, the Accreditation Manager provides the Program Coordinator with written notice of the breach and requests a response outlining the measures that will be implemented to ensure compliance with TESL Ontario standards. The Program Coordinator must also submit a proposed timeline for

implementing these measures. The response is due within 10 business days of the notification date.

Step 4. The Accreditation Manager and the Adjudicator review the Program Coordinator's response and, if necessary, identify any additional required changes and associated implementation timelines. These requirements are communicated in writing to the Program Coordinator.

Step 5. By the deadline established in Step 3 or Step 4, the Program Coordinator informs the Accreditation Manager of the measures taken to ensure compliance with TESL Ontario standards.

Step 6. Within 30 business days of the established completion date, the Accreditation Manager and the Adjudicator review the changes implemented by the training provider to determine whether the TESL program is in compliance with the standards. The Program Coordinator is notified of the outcome in writing.

Step 7. If the measures implemented by the training provider are deemed unsatisfactory and non-compliance persists, the TESL program's accreditation will be suspended. The training provider must achieve compliance by the next program accreditation renewal date or within a maximum of six months from the suspension date, whichever is later. If the training provider remains unable to comply within these timelines, the TESL program accreditation will be rendered void.

Please Note

- TESL program accreditation may be suspended on more than one occasion.
- Where TESL program accreditation is rendered void, subsequent accreditation applications from the same training provider may be considered by TESL Ontario.