

**PARIS**  
Program Approval and Registration Information System

**Reference Guide  
for  
Students**

**February 2019**

## Table of Contents

<b>Introduction .....</b>	<b>1</b>
PARIS Overview.....	1
Using this Guide.....	1
Getting More Information / Assistance.....	1
<b>Performing Common Tasks .....</b>	<b>2</b>
Logging In .....	2
Logging Out.....	2
Updating your Contact Information / Password.....	3
Updating Your Email Address.....	3
Understanding the Dashboard.....	4
Uploading a Document.....	5
<i>Introduction .....</i>	<i>5</i>
<i>Uploading a Document in a Supporting Documents List.....</i>	<i>5</i>
<i>Uploading an Additional Document .....</i>	<i>7</i>
<i>Viewing an Uploaded Document .....</i>	<i>9</i>
<i>Removing an Uploaded Document.....</i>	<i>9</i>
Working on a Draft Inquiry / Complaint.....	10
Withdrawing an Inquiry / Complaint.....	11
<b>Submitting an Inquiry .....</b>	<b>12</b>
Introduction .....	12
Inquiry Process.....	12
Submitting an Inquiry.....	13
<i>Step 1: Check the List of Frequently Asked Questions (FAQ) .....</i>	<i>13</i>
<i>Step 2: Submit an Inquiry (if required) .....</i>	<i>14</i>
<i>Step 3: Wait for the Ministry Response .....</i>	<i>15</i>
Introduction .....	15
Withdrawing an Inquiry.....	16
Handling a Request for More Information.....	16
<i>Step 4: Review the Ministry Response .....</i>	<i>17</i>
<b>Student Complaints .....</b>	<b>18</b>
Introduction .....	18
Complaint Process .....	18
Understanding the Complaint Page.....	19
Submitting a Student Complaint .....	20
<i>Step 1: Start the Complaint .....</i>	<i>20</i>
<i>Step 2: Enter the Complaint Details.....</i>	<i>21</i>
<i>Step 3: Upload Supporting Documents .....</i>	<i>23</i>
<i>Step 4: Review, Revise and Submit the Complaint.....</i>	<i>23</i>
<i>Step 5: Wait for the Ministry Response .....</i>	<i>24</i>
Introduction .....	24
Withdrawing a Complaint .....	24
Handling a Request for More Information.....	24
<i>Step 6: View the Ministry Decision .....</i>	<i>26</i>
Introduction .....	26

Viewing a Decision Letter .....26

Viewing a Complaint.....27

Editing a Complaint .....27

*Editing a Complaint Located in the To-Do Section* .....27

*Editing a Complaint Located in the Waiting for Response Section* .....29

**Appendix: Glossary ..... 30**

## Introduction

### PARIS Overview




The Program Approval and Registration Information System (PARIS) is a secure web application available to students of a registered private career college (PCC).

Students can use PARIS to:

- Submit inquiries; and
- Submit a student complaint to the Superintendent of Private Career Colleges.
  
- Once an inquiry or complaint is submitted, a student can also:
  - ✓ Check the status of their submissions;
  - ✓ Send updates; and
  - ✓ Withdraw their inquiry / complaint.

### Using this Guide

This guide provides step-by-step instructions for students on using PARIS.

- A cross-reference link within the guide can be identified by green text. Click on the link to jump to that section.
  
- Tips appear with a hand symbol: 
  
- Important notes appear with an information symbol: 
  
- On most pages in PARIS you will see a link to relevant guidelines that will assist you when completing that section. 
  
- See the appendices for a list of terms and abbreviations/acronyms.

### Getting More Information / Assistance

For questions and technical support email: [PCC@ontario.ca](mailto:PCC@ontario.ca)

## Performing Common Tasks

### Logging In

**i** You require a log in and password to access PARIS. If you have not registered in PARIS, see the *PARIS Enrolment Guide for New Users*.

1. Open your Internet browser such as Internet Explorer.
2. Enter the following address:  
<https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/login.xhtml>  
 then press [Enter]. The **Log in or register** page appears.

3. Enter your **Email Address** and **Password** then click **Log in**. The Dashboard appears.

*(The page may not look exactly like the sample)*

### Logging Out

1. Click **Log Out**. The **Log In** page appears.

## Updating your Contact Information / Password

1. From the top of the screen click [Welcome](#). The **User Information** page appears.

The screenshot shows a web form titled "User Information" with a "Show Guidelines" link. The form is divided into two sections: "User Information" and "Address".

**User Information Section:**

- First Name:** \* (Required) Input field containing "Deb".
- Middle Name:** Input field (empty).
- Last Name:** \* (Required) Input field containing "Student".
- Primary Phone Number:** \* (Required) Input field containing "(111) 111-1111" and an "Ext:" input field (empty).
- Current Password:** Input field (empty).
- New Password:** Input field (empty).
- Confirm New Password:** Input field (empty).

**Address Section:**

- Country:** \* (Required) Dropdown menu with "Please select..." and a downward arrow.

At the bottom right of the form are two buttons: "Exit" and "Save".

*(Partial window sample only)*

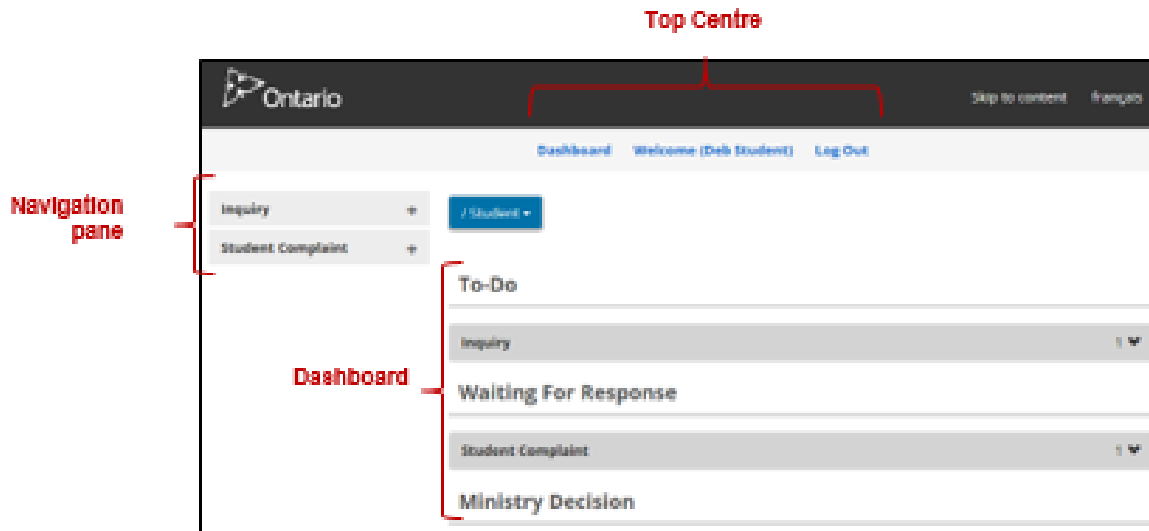
2. Update the information.
  - i** If you are changing your password, your new password must be at least eight characters in length, contain one upper case character and one number.
3. Click [Save](#). A confirmation message appears at the top of the page.
4. Click [Exit](#).

## Updating Your Email Address

You cannot change your email address in PARIS. Submit an inquiry to the Private Career Colleges Branch (PCCB) indicating your new email address. For details on sending an inquiry see the information starting on page [13](#). (Step 2.)

## Understanding the Dashboard

- After you log in, the first page to appear is the Dashboard.



- To access the Dashboard from any page, click [Dashboard](#).
- The Dashboard is organized into three sections:
  - The **To-Do** section identifies draft inquiries/complaints that have not been submitted to the Private Career Colleges Branch (PCCB). Inquiries / complaints returned by PCCB for your action also appear in this section.
    - i** If a "draft" inquiry / complaint is inactive for six months or active for one year, it will be removed from the **To-Do** section upon notification from the Ministry.
  - The **Waiting for Response** section lists inquiries / complaints that you have submitted to the Ministry.
  - The **Ministry Decision** section lists inquiries / complaints the Ministry has released a decision on.
    - i** Items remain in the **Ministry Decision** section for 90 days. Items will be available through the search module after that.
- Items in each section are collapsed under a banner.



The number beside the arrow in the banner indicates the number of items in the list. Click the banner to expand the section and view the items.

## Uploading a Document

### Introduction

Supporting documents can be attached / uploaded to an inquiry or complaint.

You can upload the following types of files:

- ✓ Microsoft Word
- ✓ Microsoft Excel
- ✓ Image
- ✓ Text
- ✓ Adobe PDF

**i** If the document is larger than 10MB, it must be split into smaller files and uploaded separately.

### Uploading a Document in a Supporting Documents List

For a complaint, PARIS lists the documents you must upload to support your complaint.

1. Open the complaint.
2. Click the [Supporting Documents](#) link. The **Supporting Documents** page appears.

Supporting Documents <span style="float: right;">Show Guidelines ▾</span>				
Document Type	File Name	Status	Submitted Date	Action
Your student contract with the school				<input type="button" value="Upload"/>
The written complaint you submitted to the school				<input type="button" value="Upload"/>
Any submissions filed with the school with respect to the complaint				<input type="button" value="Upload"/>
The written decision provided to you by the school				<input type="button" value="Upload"/>
Proof of payment for your tuition and other fees submitted to the school (receipt, cashed cheque)				<input type="button" value="Upload"/>

3. Click the appropriate  button. The following page appears.



Supporting Documents Show Guidelines ▾

Document Type:  
Your student contract with the school

Description:

File:

4. (Optional) Enter information about the document in the **Description** area.
5. Click . The **Choose File to Upload** page appears.
6. Select the file to be uploaded.
7. Click .
8. Click . The file name appears in the **Supporting Documents** list.

Document Type	File Name	Status	Submitted Date	Action
Your student contract with the school	Doc 4.docx	Draft		<input type="button" value="Upload"/>
The written complaint you submitted to the school				<input type="button" value="Upload"/>
Any submissions filed with the school with respect to the complaint				<input type="button" value="Upload"/>
The written decision provided to you by the school				<input type="button" value="Upload"/>
Proof of payment for your tuition and other fees submitted to the school (receipt, cashed cheque)				<input type="button" value="Upload"/>

9. Verify that the file has been successfully attached. Look at the **Status** column of the **Supporting Documents** list. The document **Status** should indicate "Draft".

### Uploading an Additional Document

You can upload a document to support your inquiry / complaint.

1. Click the [Supporting Documents](#) link. The **Supporting Documents** page appears.

Supporting Documents				<a href="#">Show Guidelines</a> ▼
Document Type	File Name	Status	Submitted Date	Action
Your student contract with the school	Doc 4.docx	Draft		<a href="#">Upload</a>
The written complaint you submitted to the school				<a href="#">Upload</a>
Any submissions filed with the school with respect to the complaint				<a href="#">Upload</a>
The written decision provided to you by the school				<a href="#">Upload</a>
Proof of payment for your tuition and other fees submitted to the school (receipt, cashed cheque)				<a href="#">Upload</a>

[Upload Additional Document](#)

(Sample Complaint Supporting Documents page)

2. Click [Upload Additional Document](#). The following page appears.

Supporting Documents		<a href="#">Show Guidelines</a> ▼
<b>Document Type:</b> *	<input type="text"/>	
<b>Description:</b>	<input type="text"/>	
<b>File:</b>	<input type="text"/>	<a href="#">Browse...</a>
		<a href="#">Cancel</a> <a href="#">Save</a> <a href="#">Save &amp; Return</a>

3. Enter the **Document Type**.
4. Enter more information about the document in the **Description** field.
5. Click [Browse...](#). The **Choose File to Upload** page appears.
6. Select the file to be attached then click [Open](#).

7. Click **Save & Return**. The file name appears at the bottom of the table.

Supporting Documents <span>Show Guidelines ▾</span>				
Document Type	File Name	Status	Submitted Date	Action
Your student contract with the school	Doc 4.docx	Draft		<a href="#">Upload</a>
The written complaint you submitted to the school				<a href="#">Upload</a>
Any submissions filed with the school with respect to the complaint				<a href="#">Upload</a>
The written decision provided to you by the school				<a href="#">Upload</a>
Proof of payment for your tuition and other fees submitted to the school (receipt, cashed cheque)				<a href="#">Upload</a>
Additional Supporting Document (Photo)	Doc 2.docx	Draft		<a href="#">Upload</a>

[Upload Additional Document](#)

8. Verify that the file has been added to the table.
9. If the document is correct, click [Upload](#). The **Supporting Documents** page appears showing the uploaded document.

Supporting Documents Show Guidelines ▾

Document Type: \*

Description:

File:

**Version: V1**

Description: Photo of the broken lock.

File Name	Uploaded By	Uploaded Date	Action
Doc 2.docx	Student, 56100 (Student)	Oct 05, 2017	<a href="#">Remove</a>

[Cancel](#) [Save](#) [Save & Return](#)

10. Click **Save & Return**.

### Viewing an Uploaded Document

1. Click the [Supporting Documents](#) link. The **Supporting Documents** page appears.

Supporting Documents <span style="float: right;">Show Guidelines ▾</span>				
Document Type	File Name	Status	Submitted Date	Action
Your student contract with the school	<a href="#">Doc 4.docx</a>	Draft		<a href="#">Upload</a>
The written complaint you submitted to the school				<a href="#">Upload</a>
Any submissions filed with the school with respect to the complaint				<a href="#">Upload</a>
The written decision provided to you by the school				<a href="#">Upload</a>
Proof of payment for your tuition and other fees submitted to the school (receipt, cashed cheque)				<a href="#">Upload</a>
Additional Supporting Document (Photo)	<a href="#">Doc 2.docx</a>	Draft		<a href="#">Upload</a>

[Upload Additional Document](#)

2. Click the blue file name link. The **File Download** window appears.
3. Click [Open](#). The document opens.
4. When you are done, click close [X](#).

### Removing an Uploaded Document

1. Click the [Supporting Documents](#) link. The **Supporting Documents** page appears.

Supporting Documents				Show Guidelines ▾
Document Type	File Name	Status	Submitted Date	Action
Your student contract with the school	Doc 4.docx	Draft		<a href="#">Upload</a>
The written complaint you submitted to the school				<a href="#">Upload</a>
Any submissions filed with the school with respect to the complaint				<a href="#">Upload</a>
The written decision provided to you by the school				<a href="#">Upload</a>
Proof of payment for your tuition and other fees submitted to the school (receipt, cashed cheque)				<a href="#">Upload</a>
Additional Supporting Document (Photo)	Doc 2.docx	Draft		<a href="#">Upload</a>
				<a href="#">Upload Additional Document</a>

- Click the applicable [Upload](#) link. The following page appears.

Version: V1			
Description:			
File Name	Uploaded By	Uploaded Date	Action
<a href="#">Doc 4.docx</a>	Student, S6100 (Student)	Oct 06, 2017	<a href="#">Remove</a>

- Click [Remove](#). The document disappears from the list.
- Click [Cancel](#).

## Working on a Draft Inquiry / Complaint

### To save an inquiry / complaint and return to it later:

Click [Save](#). A confirmation message may appear. The inquiry / complaint can be found in the **To-Do** section with a status of "Draft".

To-Do	
Inquiry	1 ▲
<a href="#">Draft</a>	1 ▼

### To continue working on a draft inquiry / complaint:

Look in the **To-Do** section in the Dashboard.

To-Do			
Inquiry			1 ▲
Draft			1 ▲
Inquiry ID ▼	Initiator	Initiator Role	Submitted Date
INQ-1078	Stzzz, Deb	Student	

Click the blue Inquiry ID link.

## Withdrawing an Inquiry / Complaint

You can withdraw an inquiry or complaint at any time.

1. From the Dashboard, open the inquiry / complaint. The **Summary** page appears.

Inquiry Summary <span>Show Guidelines ▼</span>			
<a>Show Details</a>			
General Comments			
External Comments	Submitted By	Submitted Date	Action
<a>Inquiry Details ▼</a>			
<a>Supporting Documents ▼</a>			
<a>Inquiry Response ▼</a>			
			<a>Withdraw</a> <a>Back</a> <a>Exit</a>

(Example of the Inquiry Summary page)

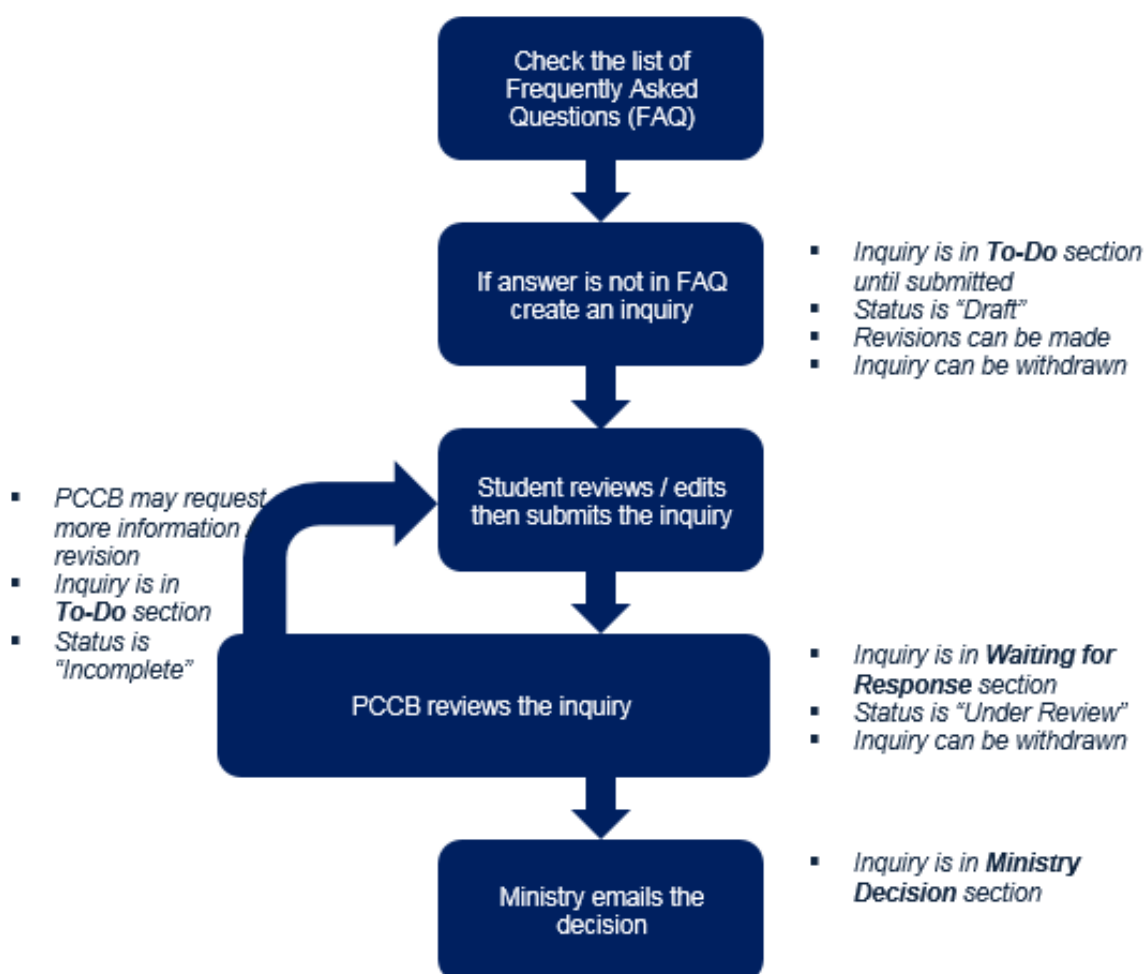
2. Click Withdraw. A confirmation message appears.
3. Click OK.

## Submitting an Inquiry

### Introduction



The inquiry function is designed so that you can review answers to a list of Frequently Asked Questions (FAQs). If you cannot find the answer you are looking for, you can submit an inquiry to PCCB directly from PARIS.

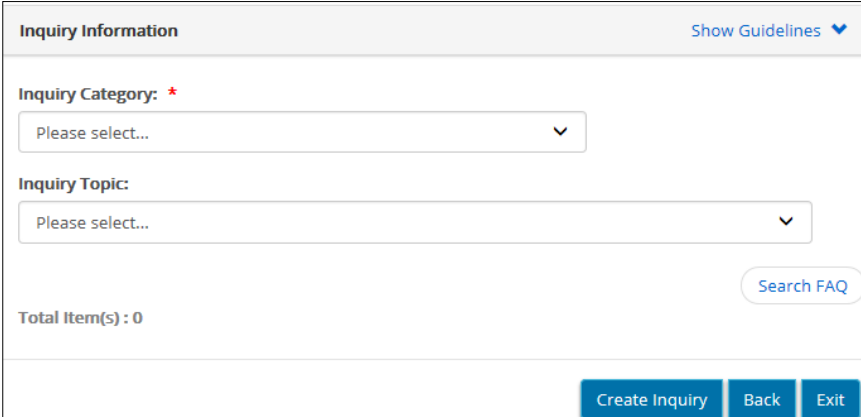
### Inquiry Process



## Submitting an Inquiry

### Step 1: Check the List of Frequently Asked Questions (FAQ)

1. Click .
2. Click the [New Inquiry](#) link. The **Inquiry Information** page appears.  As you work on your inquiry, it will be available in the **To-Do** section with the status of “Draft”.



**Inquiry Information** [Show Guidelines](#)

**Inquiry Category: \***  
Please select...

**Inquiry Topic:**  
Please select...

[Search FAQ](#)

Total Item(s) : 0

[Create Inquiry](#) [Back](#) [Exit](#)

3. Select the **Inquiry Category** from the dropdown list.
4. Select the **Inquiry Topic** from the dropdown list.
5. If a **Sub-category** appears, select an option.
6. Click [Search FAQ](#). A list of frequently asked questions appears based on the category and topic you selected.



**Inquiry Information**
[Show Guidelines](#) ▼

**Inquiry Category:** \*

Training Completion Assurance Fund - For Students
▼

**Inquiry Topic:**

OSAP
▼

Search FAQ

**Total Item(s) : 12**

**FAQ**

[How will I pay for my training completion if I'm an OSAP student?](#) ▼

[When and how much will I get for my outstanding OSAP payments?](#) ▼

[What happens to my OSAP if I complete my training at another private career college, where the program's duration or cost is different from my original program?](#) ▼

7. **To read the answer:** Click on the blue question link. The answer appears below the question.

**To hide the answer:** Click on the question link again.

### Step 2: Submit an Inquiry (if required)

If your question has not been answered using the FAQ list, you can submit an inquiry to the Ministry.

1. Click [Create Inquiry](#). The **Inquiry Details** page appears.
2. Review the requestor information. Update your information if it is incorrect. (See page [3](#) for details).
3. Select the **Inquiry Category** from the dropdown list.
4. Select the **Inquiry Topic** from the dropdown list.
5. If a **Sub-category** appears, select an option.
6. Type your question in the box at the bottom of the page.
  - ❗ There is a limit of 4,000 characters. If there is not enough room for your question, you can upload a Word document as a supporting document in step 8.

7. Click **Save & Next**. The **Supporting Documents** page appears.
8. Add supporting document(s) if required. For details see page [7](#).
9. Click **Next**. The **Inquiry Summary** page appears.
10. Click **Show Details**. The sections expand.
11. Review / revise the inquiry information.  
**To make a revision:** (1) Click **Revise** (2) Make the changes  
(3) Click **Save**. (4) Click the **Inquiry Summary** link.
12. Click **Submit**. A confirmation message appears.
13. Click **Exit**.
  - The inquiry appears in the Dashboard's **Waiting for Response** section with the status of "Under Review".

Waiting For Response			
Inquiry			1 ▲
Under Review			1 ▲
Inquiry ID	Initiator	Initiator Role	Submitted Date ▼
INQ-1331	Stxxx, Deb	Student	Apr 17, 2018

### Step 3: Wait for the Ministry Response

#### Introduction

While waiting for the response:

- You may withdraw the inquiry. See the next section for details.
- You may be asked to provide more information.

## Withdrawing an Inquiry

An inquiry may be withdrawn at any time. See page [11](#).

## Handling a Request for More Information

You will receive system-generated emails from PARIS. Some notifications are for your information only, however some emails indicate that your action is required. If your action is required:

1. From the email, click the blue link. The PARIS login page appears.
2. Log in to PARIS.

To-Do			
Inquiry			1 ▲
Incomplete			1 ▲
Inquiry ID	Initiator	Initiator Role	Submitted Date ▼
INQ-1158	Stzzz, Deb	Student	Mar 08, 2018

3. Open the inquiry in the **To-Do** section with the “Incomplete” status. The **Inquiry Summary** page appears.
4. Click [Show Details](#). External comments appear for your review and action.
5. Take the appropriate action based on the **External Comments**.
  - 👉 Unlocked sections require additional information / or revision. An unlocked section can be identified by the word **Revise**.
  - 1) Click **Revise**. The section opens.
  - 2) Make the revisions.
  - 3) Click [Save & Next](#) until you land on the **Summary** page.
  - 4) Enter your comments to the Ministry. This may include an explanation of the changes you made.
6. Click [Submit](#). The inquiry is in the **Waiting for Response** section.

### Step 4: Review the Ministry Response

You will receive an email from the system with the Ministry's response.

1. Click on the link in the email then log in to PARIS.
2. Locate the inquiry:
  - **If the inquiry is in the To-Do section:**

To-Do	
Inquiry	1 ▲
Response Provided	1 ▼

- 1) Open the inquiry.
- 2) Read the response.
- 3) You can:
  - Withdraw your inquiry: Click **Withdraw**.
  - Close the inquiry: Click **Close-Resolved**.
  - Send back a response. Enter a comment, click **Save** then click **Submit**.

- **If the inquiry is in the Ministry Decision section** with the status "Closed – Resolved", the ministry has closed the inquiry. There are no other details provided when an inquiry is closed.

Ministry Decision			
Inquiry		1 ▲	
Closed - Resolved		1 ▲	
Inquiry ID	Initiator	Initiator Role	Ministry Decision Date
INQ-1331	Stxxx, Deb	Student	Apr 17, 2018

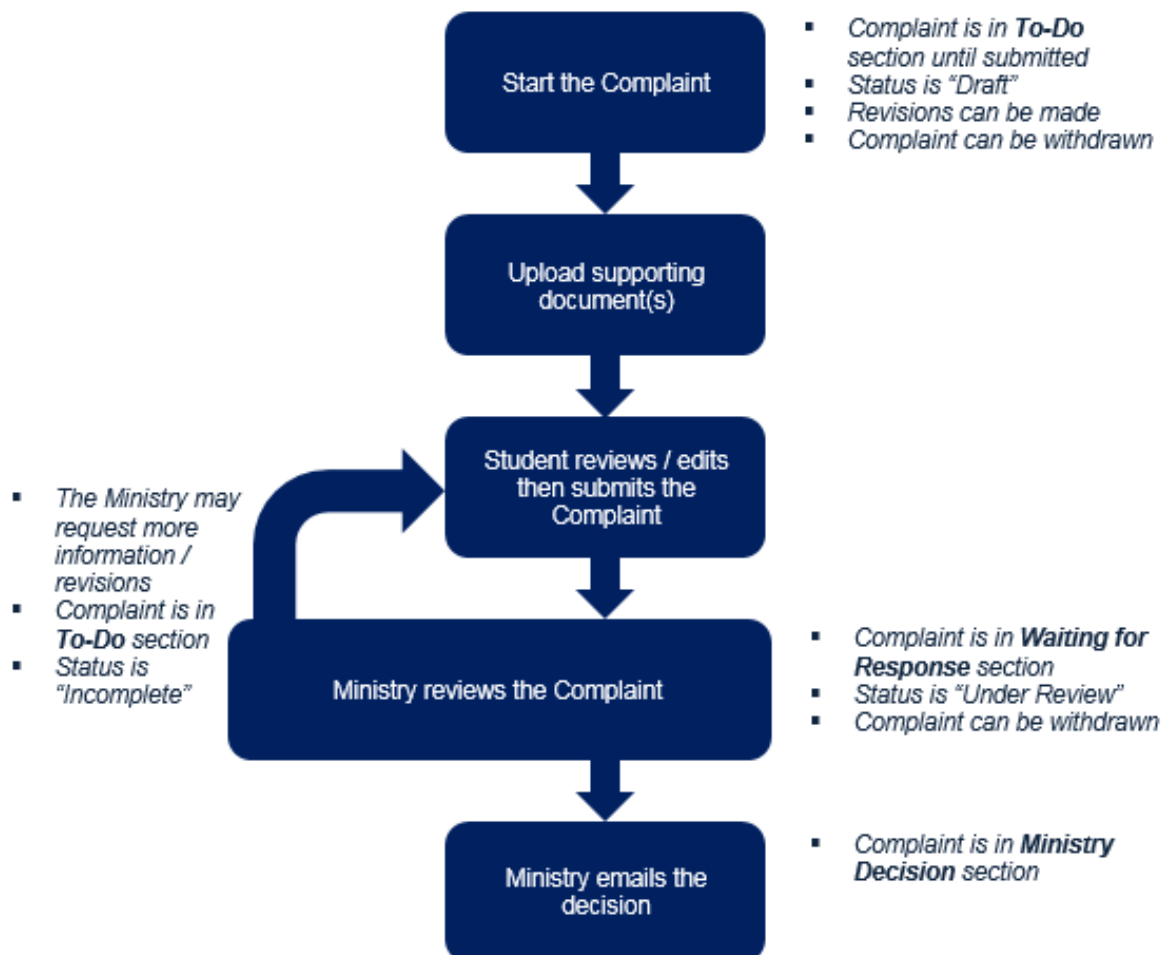
# Student Complaints

## Introduction

To submit a complaint, you must be a student of a registered private career college and either currently or formerly enrolled in an approved vocational program.

**i** Note: You must proceed through the private career college's student complaint procedure and only if you are not satisfied with the resolution provided to you by the private career college can you submit your complaint to the Superintendent of Private Career Colleges.

## Complaint Process




## Understanding the Complaint Page

The screenshot shows a web interface for managing student complaints. At the top, there is a navigation bar with 'Dashboard', 'Welcome (56100 Student)', and 'Log Out'. Below this is a sidebar menu under 'Inquiry' with options: 'Student Complaint' (highlighted with a red box), 'View Student Complaints', 'Student Complaint Details' (with a green checkmark), 'Supporting Documents', 'Student Complaint Summary', and 'New Student Complaint'. The main content area shows 'Student Complaint / Supporting Documents' with fields for 'Student: 5610.Stud', 'Organization: Duke College Inc.', and 'Status: Draft, Complaint ID: 170' (the latter is highlighted with a red box). Below this is a table titled 'Supporting Documents' with columns for Document Type, File Name, Status, Submitted Date, and Action. The table lists five document types, each with an 'Upload' button. At the bottom right, there are 'Back', 'Exit', and 'Next' buttons.


Document Type	File Name	Status	Submitted Date	Action
Your student contract with the school				Upload
The written complaint you submitted to the school				Upload
Any submissions filed with the school with respect to the complaint				Upload
The written decision provided to you by the school				Upload
Proof of payment for your tuition and other fees submitted to the school (receipt, cashed cheque)				Upload

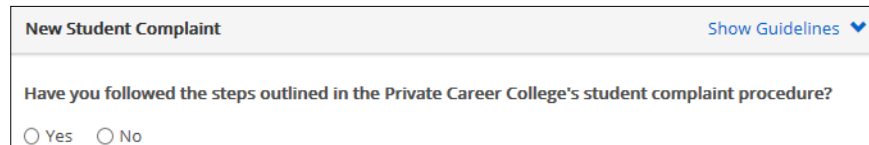
- You can see the **Complaint ID** and current **Status** at the top of the page.
- To determine where you are in PARIS look at the navigation pane. A grey background indicates which section of an inquiry / complaint you are currently in.
- Information entered in an inquiry / complaint is validated by the system. When a section is complete, the system puts a green checkmark next to the section heading in the menu.
 

 **Student Complaint Details**
- Do not use the browser's back arrow at the top of the web page; your data may not display correctly. Use the **Next** and **Back** buttons found on the PARIS pages.

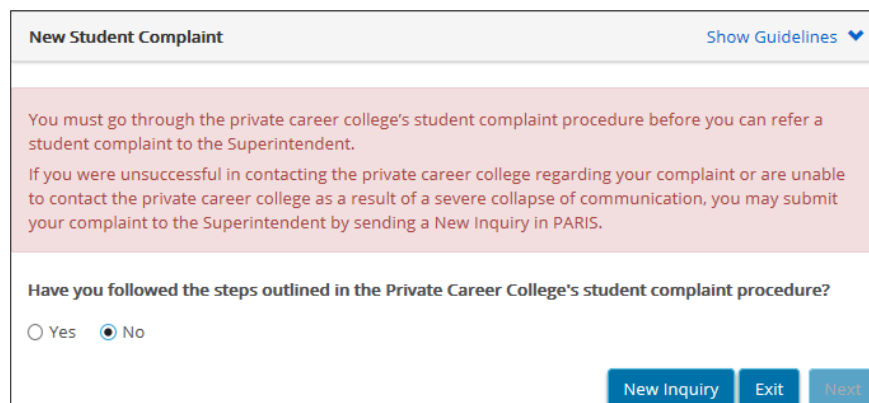
## Submitting a Student Complaint

### Step 1: Start the Complaint

1. Click **Student Complaint** . The menu expands.
2. Click the [New Student Complaint](#) link. The **New Student Complaint** page appears.



3. Answer the question “**Have you followed the steps outlined in the Private Career Colleges student complaint procedure?**”
4. If you selected “No”, a message appears.



You must go through the private career college’s student complaint procedure before you can submit a student complaint to the Superintendent of Private Career Colleges. However, if you have been unable to submit your complaint to the private career college, you can submit an inquiry. Click [New Inquiry](#) then follow the instructions starting on page [14](#).

5. If you selected “Yes”, a [Next](#) button appears.
6. Click [Next](#). The **Student Information** page appears.

## Step 2: Enter the Complaint Details

**Student Information** Show Guidelines ▾

**First Name:**  
Deb

**Last Name:**  
Xyz

**Mailing Address:**  
2 Xyz By-pass, Markham, Ontario, L3R 3M4

**Phone Number:**  
(111) 111 - 1111

**Alternate Phone Number:**

**Email Address:**  
debstudent@netvel.net

**Private Career College Information** Show Guidelines ▾

**Campus Location Name: \***

**Organization Legal Name:**

*(Partial window sample only)*

1. If the **Student Information** section is incorrect, update the information. (See the instructions starting on page [3](#).)

2. Complete the **Private Career College Information**.

- A red asterisk **\*** indicates a field is mandatory and must be

**Campus Location Name: \***

completed. Example:

- If your entry is incomplete or incorrect, a red error message appears near the field when you attempt to go to the next page or submit. You will not be able to continue until the error is corrected. Following is a sample error message.

**Campus Location Name: \***

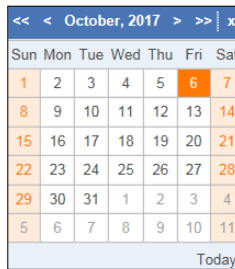
Required

- A greyed-out field cannot be edited.

- To enter a date:

(1) Click . A calendar appears.



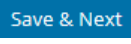




(2) Click on the date required. If you do not see the date use the arrows:

- Click the < > arrows to scroll by month.
- Click the << >> arrows to scroll by year.

- To type a date manually, use the format dd/mm/yyyy.

3. In the **Complaint Details** type in your complaint then click .
4. Type in what you want the private career college to do to resolve your complaint then click .
5. Read the **Notice of Collection of Personal Information**.
6. If you agree to having the information shared with another association or body, click the Yes radio button  **Yes**.
7. Click . The **Supporting Documents** page appears.

### Step 3: Upload Supporting Documents

Supporting Documents				Show Guidelines ▾
Document Type	File Name	Status	Submitted Date	Action
Your student contract with the school				<a href="#">Upload</a>
The written complaint you submitted to the school				<a href="#">Upload</a>
Any submissions filed with the school with respect to the complaint				<a href="#">Upload</a>
The written decision provided to you by the school				<a href="#">Upload</a>
Proof of payment for your tuition and other fees submitted to the school (receipt, cashed cheque)				<a href="#">Upload</a>
				<a href="#">Upload Additional Document</a>

1. If the **Supporting Documents** page is not on your screen click the [Supporting Documents](#) link.
2. Upload any documentation you have to support your claim.
  - For details see [Uploading a Document in a Supporting Documents List](#) starting on page 5.
  - To upload a document that is not in the list see [Uploading an Additional Document](#) on page 7.
3. Click [Next](#). The **Student Complaint Summary** page appears.

### Step 4: Review, Revise and Submit the Complaint

1. If the **Student Complaint Summary** page is not on the screen click the [Student Complaint Summary](#) link.

Student Complaint Summary		Show Guidelines ▾
<a href="#">Show Details</a>		
<b>Student Complaint Details</b> ▾		<a href="#">Revise</a>
<b>Supporting Documents</b> ▾		<a href="#">Revise</a>
<a href="#">Withdraw</a> <a href="#">Back</a> <a href="#">Exit</a> <a href="#">Submit</a>		

2. Click [Show Details](#). The sections expand.
3. Review the information.
4. If a revision is required:
  - 4.1. Click [Revise](#).
  - 4.2. Make the correction.
  - 4.3. Click [Save & Next](#).
  - 4.4. Click [Student Complaint Summary](#) link.
5. Click [Submit](#). The **Declaration and Consent** page appears.
6. Read the declaration and consent. If you agree, click [I Agree](#). A “Submitted Successfully” message appears.
7. Click [Exit](#).
  - Your complaint is submitted to the Ministry.
  - Your complaint appears in the **Waiting for Response** section of the Dashboard with a status of “Under Review”.

### Step 5: Wait for the Ministry Response

#### Introduction

While waiting for the response, you can withdraw the complaint. You may also be asked to provide more information.

#### Withdrawing a Complaint

A complaint can be withdrawn at any time. See page [11](#).

#### Handling a Request for More Information

You will receive system-generated emails from PARIS. Some notifications are for your information only, however some emails indicate that your action is required. If your action is required:

1. From the email, click the blue link. The PARIS login page appears.
2. Log in to PARIS.

To-Do				
Student Complaint				1 ▲
Additional Information Required				1 ▲
Complaint ID	Organization Legal Name	Campus Location Name	Program Name	Submitted Date ▼
STC-407	Debs College 31	Deb's College 32 2 Zzz Run ,Markham, L3R-3M4 (Deb's College 32)	Debs Programming 103 (Full-Time)	Feb 23, 2018

3. Open the complaint in the **To-Do** section with the “Additional Information Required” status. The **Student Complaint Summary** page appears.

4. Click [Show Details](#). External comments appear for your review and action.

[Student Complaint Details](#) [Revise](#)

External Comments	Submitted By	Submitted Date	Action
Could you verify your phone number?	Stoox, Deb (Inspector)	Feb 23, 2018 13:36 PM	

Save

---

**Student Information** [Show Guidelines](#) ▼

**First Name:**  
kstud

**Last Name:**  
ent

**Mailing Address:**  
5 ZZZZ Sentier, Markham, L3R-3M4

**Phone Number:**  
(989) 8697 - 868

**Alternate Phone Number:**

Type your comments here

→

5. Take the appropriate action based on the requested **Comments**.

👉 Unlocked sections require additional information / or revision. An unlocked section can be identified by the word **Revise**.

- 1) Click **Revise**. The section opens.
- 2) Make the revisions.
- 3) Click Save & Next until you land on the **Summary** page.


- 4) Enter your comments to the Ministry. This may include an explanation of the changes you made.
6. Submit your changes. The complaint is in the **Waiting for Response** section.

### Step 6: View the Ministry Decision


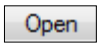
#### Introduction

You will receive an email when the Superintendent has completed the review of your complaint and findings have been made. If the complaint has not been rejected, you will also receive a Ministry decision letter.


#### Viewing a Decision Letter

1. Click the link in the email notification you received then log into PARIS.
2. Expand the **Ministry Decision** section in the Dashboard.
  -  Ministry Decisions remain in the Dashboard for 90 days.


Ministry Decision					
Inquiry				1	▼
Student Complaint				1	▲
Closed				1	▲
Complaint ID	Organization Legal Name	Campus Location Name	Program Name	Submitted Date ▼	
STC-407	Debs College 31	Deb's College 32 2 Zzz Run ,Markham, L3R-3M4 (Deb's College 32)	Debs Programming 103 (Full-Time)	Feb 23, 2018	

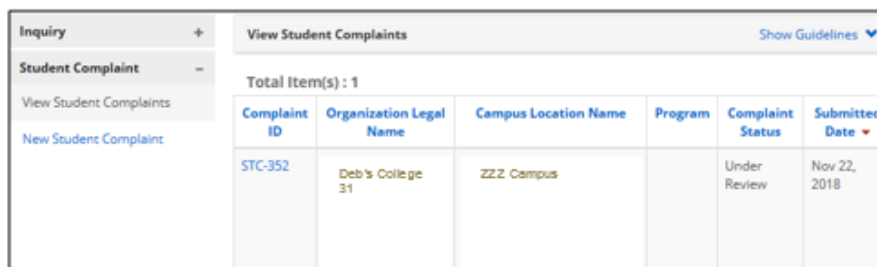
- A “Closed” status indicates that a decision has been made by the Ministry.
3. Click the blue complaint ID link. The **Student Complaint Summary** page appears.
  4. Click . The table expands.
  5. Click the [Student Complaint Decision Letter](#) link. A **File Download** page appears.
  6. Click . The letter appears in .pdf format.

**To save the letter:**



- 1) From the menu, Select **File** ⇒ **Save As**. The **Save As** page appears.
  - 2) Choose the location / folder. You can change the **File Name**.
  - 3) Click .
7. Close the window.

**Viewing a Complaint**

1. Click .
2. Click the [View Student Complaints](#) link. The **View Student Complaints** page appears.



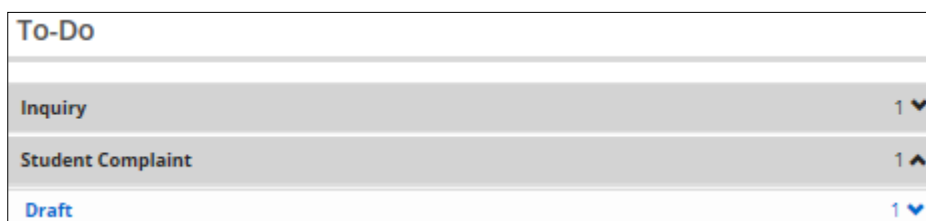
Complaint ID	Organization Legal Name	Campus Location Name	Program	Complaint Status	Submitted Date
STC-352	Deb's College 31	ZZZ Campus		Under Review	Nov 22, 2018

3. Click the blue **Complaint ID** link. The **Student Complaint Summary** page appears.
4. Click  to display information in read-only mode.  
Click  to collapse the detailed view.

**Editing a Complaint**

**Editing a Complaint Located in the To-Do Section**

You can edit a complaint only if it is in your **To-Do** list.



To-Do	
Inquiry	1 ▼
Student Complaint	1 ▲
Draft	1 ▼

1. From the **To-Do** section, click the [Draft](#) link. The page expands.

Student Complaint				
Draft				
Complaint ID	Organization Legal Name	Campus Location Name	Program Name	Submitted Date
STC-413	Debs College 31	Deb's College 32 2 Zzz Run ,Markham, L3R-3M4 (Deb's College 32)		

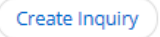
- Click the blue Complaint ID number. In the above example you would click **STC-413**. The **Student Complaint Summary** appears.

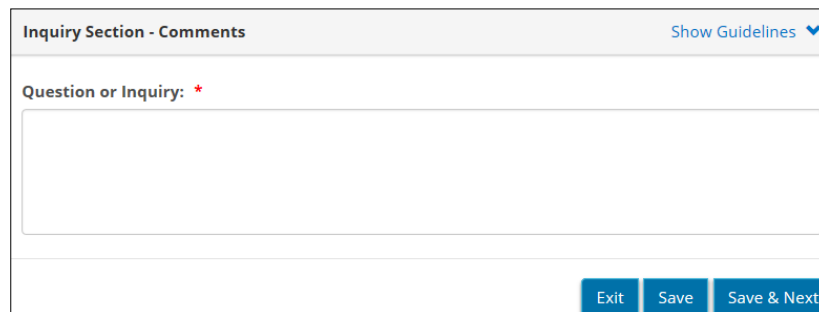
Student Complaint Summary	Show Guidelines
Show Details	
Student Complaint Details	Revise
Supporting Documents	Revise
Declaration and Consent	
Ministry Response	
Create Inquiry for this Application   Withdraw   Back   Exit   Submit	

- Click **Show Details**. The sections expand.
- Click the applicable **Revise** link.
- Update / add the information.
- Click **Save & Next** until you return to the **Student Complaint Summary** page.
- Click **Submit**. The **Declaration and Consent** page appears.
- Read the declaration and consent. If you agree click **I Agree**.
  - If you do not agree you will not be able to submit your complaint.
    - Your complaint is submitted to the Ministry.
    - A confirmation message appears.
    - Your/complaint appears in the **Waiting for Response** section of the Dashboard. (Click **DASHBOARD**.)

### Editing a Complaint Located in the Waiting for Response Section

A complaint cannot be edited if it is in the **Waiting for Response** section. The complaint is locked once the complaint status changes to “Under Review”. You can however, send an inquiry / comment to the ministry about your complaint.

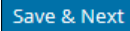


1. Open your complaint found in the **Waiting for Response** section.
2. Click . The **Inquiry Details** page appears.
3. Select the **Inquiry Category**.
4. Select the **Inquiry Topic**.
5. Scroll down to the **Inquiry Section – Comments** section.



Inquiry Section - Comments [Show Guidelines](#)

Question or Inquiry: \*

Exit Save Save & Next

6. Enter the message then click .
7. Add supporting documents if required.
8. Click .
9. Click .



**Appendix: Glossary**

Term	Definition
Superintendent	Superintendent of Private Career Colleges
Ministry	Ministry of Training, Colleges and Universities
PARIS	Program Approval and Registration Information System
PCC	Private Career College
<i>PCCA, 2005</i>	<i>Private Career Colleges Act</i>