


Policy Name:	Student Complaints Referral Policy	 coast mountain college
Approved By:	President's Council	
Approval Date:	June 6, 2003	
Amendment Date:	June 18, 2019	
Policy Holder:	VP Academic, Students, International	
Policy Number:	EDU-015	
Category:	Education	

STUDENT COMPLAINTS REFERRAL POLICY

1.00 PURPOSE

Coast Mountain College (the College) is committed to the fair treatment of students and employees by providing an open, responsive, and collaborative approach to addressing student concerns.

2.00 DEFINITIONS

2.01 Aggregate Data: anonymous summary statistics of received, resolved, and pending student complaints.

2.02 Complaint: an expression of dissatisfaction made to the College by a student where a response or resolution is explicitly or implicitly expected.

2.03 Complainant: an individual or group of individuals who lodge a complaint.

2.04 Employee: a person employed by the College.

2.05 Respondent: an individual, several individuals, or an organizational department of the College who is/are alleged by a Complainant to be responsible for the circumstances comprising the complaint.

3.00 POLICY

3.01 This policy applies to prospective, registered, and recently completed students.

3.02 This policy is to be followed in the event of a student-initiated complaint.

3.03 Students are encouraged to contact a member of the Student Services team for clarification on how to proceed with a student complaint.

3.04 Under exceptional circumstances anonymous complaints may be considered.

3.05 Individuals involved in a student complaint process must disclose perceived or direct

conflicts of interest.

- 3.06** This policy is subject to any applicable provisions contained in the College's CUPE and BCGEU Collective Agreements.
- 3.07** Students may request a representative from Student Services, Students' Union or a College Employee to accompany them through the process.
- 3.08** Information-sharing in the complaint resolution process will comply with Provincial [Freedom of Information and Protection of Privacy Legislation](#) (FOIPPA).
- 3.09** All interactions will be respectful and professional.
- 3.10** A complaint may be denied at any time if the student has failed to co-operate in a full and timely manner throughout the processing and advancement of the complaint.
- 3.11** A complaint which is frivolous or commenced in bad faith may be denied at any time and may result in disciplinary action as per the Student Personal Misconduct Policy.
- 3.12** There will be no retaliation against a student for making a complaint in good faith, regardless of outcome. A Respondent retaliating may be subject to discipline per the Employee Code of Conduct or Student Code of Conduct.
- 3.13** Student Complaints may be resolved either informally or formally.
- 3.14** Students are entitled to appeal decisions as defined by the respective policy (refer to Section 5.00 - Related Policies).
- 3.15** A complaint can be delivered to any College employee. All College employees are expected to receive student complaints.
- 3.16** Student Complaints received will be reviewed as aggregate data by the Student Experience Committee on a bi-annual basis.

4.00 STUDENT EXPERIENCE COMMITTEE

- 4.01** Committee will be comprised of a representative from each of the following departments:
 - Director of Student Services – Chair
 - Faculty
 - Collaborative Administrative Team
 - Registrar's Office
 - Human Resources

- Other departments may be invited as required

4.02 Purpose of the Student Experience Committee:

- Create a terms of reference
- Review aggregate data of student complaints
- Make recommendations to improve student experience
- Present summarized aggregate data to senior management and Union Chairs

4.03 The committee will meet bi-annually

5.0 RELATED POLICIES

5.01 Academic Integrity and Appeals Policy *E-2017-004*

5.02 Employee Code of Conduct Policy *20130415HR*

5.03 [Freedom of Information and Protection of Privacy Act](#)

5.04 Harassment and Discrimination Policy 19970301HR

5.05 Occupational Health and Safety (under development)

5.06 Personal Student Misconduct Policy E-2015-001

5.07 Sexual Violence and Misconduct Policy *EDU-007*

