


Policy Name:	Student Complaints Referral Procedures	
Approved By:	President's Council	
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Policy Holder:	VP Academic, Students, International	
Policy Number:	EDU-015	
Category:	Education	

STUDENT COMPLAINTS REFERRAL PROCEDURES

6.00 DEFINITIONS as per Student Complaint Referral Policy

- 6.01 Aggregate Data:** anonymous summary statistics of received, resolved, and pending student complaints.
- 6.02 Assisted Communication:** Complainant may request assistance from a representative of Student Services Team Student, Student Union or College Employee to resolve the complaint.
- 6.03 Complaint:** an expression of dissatisfaction made to the College by a student where a response or resolution is explicitly or implicitly expected.
- 6.04 Complainant:** an individual or group of individuals who lodge a complaint.
- 6.05 Direct Communication:** Complainant communicates directly with the respondent(s) via email or face-to-face or both to address the complaint.
- 6.06 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.

7.00 PROCEDURES

- 7.01** Complainant is encouraged to seek advice from members of the Student Services Team on how to proceed with a complaint.
- 7.02** Complainants are to be directed to the appropriate College policy to address the respective complaint. (see Section 12.0).
- 7.03** Complaints may be resolved either informally (Sections 8.0 and 9.0) or formally (Section 10.0).

7.04 Should the complainant or College Employee consider a complaint to be serious, and requires immediate attention, the Formal Complaint Policy (Section 10.0) is to be followed immediately.

8.00 INFORMAL COMPLAINTS - *DIRECT COMMUNICATIONS*

8.01 Complainant communicates directly with the individual(s) via email and or face-to-face to address the complaint.

8.02 Respondent must respond to the complainant within five (5) working days.

8.03 If the complainant is satisfied with the outcome, complaint is resolved.

8.04 If the complainant is not satisfied with the outcome, complainant has the option to request assistance from a member of the Students Services Team to proceed with the Assisted Communications process.

8.05 If the Respondent is not satisfied, the Respondent may refer to their respective Collective Agreement (staff and Faculty) or Appeals process (Student) as per the respective policy.

9.00 INFORMAL COMPLAINTS - *ASSISTED COMMUNICATIONS*

9.01 Complainant requests assistance by informing a member of the Student Services Team of the complaint(s). Complainant will outline any effort(s) made to resolve the complaint(s) through the Direct Communication process.

9.02 The Student Services Team member may act as a mediator to resolve the complaint.

9.03 The Complainant and the Respondents are permitted to invite one support representative from a Union, to which they are a member, the Students' Union or a College Employee.

9.04 During the resolution meeting the Student Services Team member, Complainant and Respondent are to create a plan of action to resolve the complaint.

9.05 The Student Services Team member will follow up with Complainant and Respondent within twenty (20) working days, or at an agreed upon date, to review the resolution.

9.06 If the Complainant is satisfied with the outcome the complaint is resolved.

9.07 If the Complainant is not satisfied with the outcome, the Complainant has the option to initiate the Formal Student Complaints process.

9.08 If the Respondent is not satisfied, the Respondent may refer to their respective Collective Agreement (staff and Faculty) or Appeals process (Student) as per the respective policy.

10.00 FORMAL COMPLAINT PROCESS

10.01 The Formal Complaint process is triggered when the complaint is considered serious or the Complainant is unsatisfied with Assisted Communications process.

- 10.02** Complainant will inform a Student Services Team member of the complaint using the Student Complaint Form (see Appendix 1).
- 10.03** The Complainant will assemble any documentation to support the complaint, which may include, but not limited to:
- Dates, locations, times, and descriptions of observable actions/ inactions (testimony)
 - Physical evidence such as pictures or correspondence
 - Witnesses' names and written statements
 - Impacts or consequences of incident
 - Previous attempts to resolve the issue
- 10.04** The Student Services Team may assist in the preparation of the Student Complaints Form and supporting documents.
- 10.05** The Student Services Team member will forward the completed Student Complaint Form and supporting documents to the appropriate manager immediately but no later than two (2) working days after receipt.
- 10.06** The Respondent will be given immediate written notification of the complaint by either the Director of Student Services or Program Dean.
- 10.09** Director of Students Services, Program Dean, and Human Recourses representative will review and make inquiries into the formal complaint as per respective policy.
- 10.07** Further inquiry may be required by a College Employee or an outside agency.
- 10.08** The Complainant will be contacted and notified as per the respective policy. The Student Services Team or College Employee member will immediately provide written notification of the formal complaint to the Respondent.

11.0 APPEALS

- 11.01** The Complainant will be notified of the outcome and has the right to appeal as per the respective policy.
- 11.02** The Respondent will be notified of the outcome and has the right to refer to their respective Collective Agreement.

12.0 AGGREGATE DATA

- 12.01** All Deans and Directors will collect Aggregate Data on Student Complaints received and processed within their respective departments
- 12.02** All Deans and Directors will submit Student Complaints Aggregate Data to the Chair (Director of Student Services) of the Student Experience Committee for bi-annual review.

13.0 RECORDS RETENTION

- 13.01** College Records and Retention Policy and Procedures (policy under development) will be followed in the appropriate collection and storing of all Student Complaint forms and

supporting documents.

13.02 The College will store and manage Student Complaint forms and submissions in accordance with the Freedom of Information and Protection of Privacy Act.

14.0 RELATED POLICES

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

14.02 Employee Code of Conduct Policy *20130415HR*

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

14.04 Harassment and Discrimination Policy *19970301HR*

14.05 Occupational Health and Safety (under development)

14.06 Personal Student Misconduct Policy *E-2015-001*

14.07 Sexual Violence and Misconduct Policy *EDU-007*

15.0 APPENDICES

15.01 Student Complaint Form

15.02 Student Complaint Procedures Chart

