

# PROCEDURE

Policy Title:	<b>Student Complaint Resolution Procedure</b>
Policy Number:	<b>1303p</b>

## 1. Purpose

This document sets the conditions and the process for addressing student complaints.

Most complaints can be successfully resolved through informal consultation and discussion. The intent of the Informal Complaints procedure is to facilitate the resolution of questions and concerns as expeditiously as possible. If the matter is not resolved through the Informal Complaints Procedure, the student may proceed to the Formal Complaints Procedure.

## 2. Informal Complaints Procedures

Step 1: Speak to the Instructor or Service Area Supervisor/Coordinator

Students should first speak with the instructor (instructional complaints) or the service area supervisor/coordinator (service complaints) to resolve a complaint.

Within five (5) business days of the incident or event, the student should speak to the instructor or the service area supervisor/coordinator indicating:

- The nature of the complaint
- The requested remedy

Within five (5) business days of receiving the complaint, the instructor or service area supervisor/coordinator should provide their written response to the student by email.

Step 2: Speak to the Program Chair or Service Area Manager

If the student is not satisfied with the outcome of step 1, or if the student is not comfortable in proceeding with Step 1, within five (5) business days the student should:

Speak to the Program Chair or Service Area Manager indicating:

- The nature of the complaint.
- Efforts taken to address the complaint.
- Results of the resolution attempt.
- Requested remedy.

Within five (5) business days of receiving the complaint the Program Chair or Service Area Manager should provide their written response to the student by email.

## 3. Formal Complaints Procedures

Step 3: Written Request for Review to the Vice President Academic (instruction) or the Vice

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President (Administration) (services and policies).

If the student is not satisfied with the decision of the Program Chair or service area manager, within five (5) business days of receipt of the written response from Step 2 the student must submit a written request for review of the decision using the Student Complaint Resolution form to the Vice President (Academic) or the Vice President (Administration). The request for review must include:

- A written statement of the original complaint.
- All previous written responses, including email, from the Informal Complaints procedure (Steps 1 & 2).
- All previous written responses from Steps 1 to 2, if applicable.
- A statement explaining why, in the view of the student, the complaint has not been resolved.
- A statement of the requested remedy.

Within 10 (ten) business days of receipt of the Student Complaint Resolution form the appropriate Vice President will review the complaint and the efforts made to resolve it and make a written decision that provides a resolution to the complaint.

The appropriate Vice President shall provide the student with their written response and provide a copy to the Registrar's Office.

The decision of the appropriate Vice President is final.

If the complaint involves the Vice President, (Academic) or the Vice President (Administration), the Registrar will designate a senior administrator who is not involved in the complaint to conduct the review.

All documentation related to the student complaint and resolution procedures, including the decisions, will be sent to the Registrar's Office for retention. The prescribed time limits are indicative only and failure to comply with them shall not render a complaint or any other procedure under this policy invalid.