



Policy Title:	Student Complaint Resolution Procedure
Policy Number:	2002

1. Purpose

This procedure sets the conditions and process for addressing student complaints, concerns, and alleged violations of the Student Handbook or any other University rule, policy, or standard.

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

Where there is a reasonable basis to believe that a student may have violated one or more provisions of the Student Handbook or another University rule, policy, or standard, the matter will be reviewed through the investigation process outlined in this procedure.

2. Informal Complaints Procedures

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.

2: Speak to the Dean 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 Dean 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 Dean or Service Area Manager should provide their written response to the student by email.

3. Formal Complaints Procedures

If the student is not satisfied with the decision of the Dean 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 Executive Dean. 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 Executive Dean 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 Executive Dean shall provide the student with their written response and provide a copy to the Registrar's Office.

The decision of the appropriate Executive Dean is final.

If the complaint involves the Executive Dean, the Registrar will designate a senior administrator who is not involved in the complaint to conduct the review.

4. Procedure for Alleged Violations

Where there is a reasonable basis to believe that a student may have violated one or more provisions of the Student Handbook or any other rule, policy, or standard of the University, the matter should be reported to the Associate Dean of Academic Affairs.

The Dean, or designee, will conduct an investigation. The nature and extent of the investigation will be determined at the discretion of the Dean, or designee.

The investigation may include, but is not limited to:

- Reviewing relevant documents, records, submissions, or communications;
- Meeting with the student;
- Speaking with witnesses or other relevant individuals;

- Reviewing any evidence identified by the student; and
- Consulting with faculty, administrators, or other University officials as appropriate.

The Dean, or designee, may, but is not required to, convene a disciplinary committee comprising faculty, administrators, and/or students to assist in resolving the matter. The composition of any such committee, and the role it plays in the process, will be determined at the discretion of the Dean, or designee.

5. Notice and Opportunity to Respond

Before any disciplinary action is taken, the student will be given notice of the alleged violation and an opportunity to respond.

The opportunity to respond includes the opportunity to identify any witness, document, or other evidence that the student believes is relevant.

The Dean, or designee, will determine what evidence is relevant to consider and what weight it should be given.

6. Determination and Sanctions

The Dean, or designee, will determine whether a violation has occurred based upon a preponderance of the evidence, meaning whether it is more likely than not that a violation has occurred.

If the Dean, or designee, determines that a violation has occurred, the Dean, or designee, will determine one or more appropriate sanctions.

Sanctions may include, but are not limited to:

- Disciplinary counselling;
- Fines;
- Probation;
- Suspension;
- Dismissal; and/or
- Any other sanction that the Dean, or designee, determines is appropriate in light of all the circumstances, including the nature of the offence and any history of misconduct by the student.

The Dean, or designee, will inform the student in writing of the determination, including whether a violation has occurred and, if so, the sanction or sanctions that will be imposed.

7. Appeal of Finding or Sanction

A student who is found to have committed a violation may appeal the finding and/or sanction if the student believes the finding and/or sanction was the result of bias or some other fundamental unfairness in the process.

Any appeal must be submitted in writing to the Executive Dean within seven (7) days of the date upon which the student received notice of the decision being appealed.

The appeal must include:

- The decision being appealed;
- The finding and/or sanction being appealed;
- The reason the student believes the finding and/or sanction was the result of bias or fundamental unfairness; and
- The remedy or outcome the student is seeking.

The Executive Dean, or designee, will determine what steps, if any, are necessary to resolve the appeal.

The Executive Dean, or designee, may:

- Dismiss the appeal as untimely or as not stating a proper basis for appeal;
- Uphold the decision on the merits;
- Vacate some or all of the decision and remand the case to the Dean for further action;
- Vacate some or all of the decision and make new findings as to whether the student committed the alleged violation and/or what sanction should be imposed; or
- Take such other action as the Executive Dean, or designee, deems appropriate under the circumstances.

The decision of the Executive Dean, or designee, is final.

8. Records and Timelines

All documentation related to student complaints, investigations, decisions, sanctions, appeals, and resolutions will be sent to the Registrar's Office for retention.

The prescribed time limits are indicative only. Failure to comply with them shall not automatically render a complaint, investigation, appeal, or other procedure invalid.

9. Related Policies

- 2001 - Student Complaint Resolution Policy