


Policy Name:	STUDENT COMPLAINTS REFERRAL	
Approved By:	President's Council	
Approval Date:	June 6, 2003	
Next Scheduled Renewal Date:		
Policy Holder:	VP, Academic, Students, and International	
Operational Lead:	Registrar and Director of Institutional Research	
Policy Number:	EDU-015	

STUDENT COMPLAINTS REFERRAL POLICY

1.00 PURPOSE

- 1.1 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

- 2.1 **Aggregate Data:** Anonymous summary statistics of received, resolved, and pending student complaints.
- 2.2 **Complainant:** An individual or group of individuals who lodge a complaint.
- 2.3 **Complaint:** An expression of dissatisfaction made to the College by a student where a response or resolution is explicitly or implicitly expected.
- 2.4 **Employee:** A person employed by the College.
- 2.5 **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

- 3.1 This policy applies to prospective, registered, and recently completed students.
- 3.2 This policy is to be followed in the event of a student-initiated complaint.
- 3.3 Students are encouraged to contact a member of the Student Services team for clarification on how to proceed with a student complaint.
- 3.4 Under exceptional circumstances anonymous complaints may be considered.
- 3.5 Individuals involved in a student complaint process must disclose perceived or direct conflicts of interest.
- 3.6 This policy is subject to any applicable provisions contained in the College's CUPE and BCGEU Collective Agreements.

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- 3.7 Students may request a representative from Student Services, Students' Union, or a College Employee to accompany them through the process.
- 3.8 Information-sharing in the complaint resolution process will comply with Provincial *Freedom of Information and Protection of Privacy* Legislation (FOIPPA).
- 3.9 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 [ADM-009, Student Non-Academic Conduct 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 [HR-001, Employee Code of Conduct Policy](#) 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 and Procedures).
- 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

- 4.1 Committee will be comprised of a representative from each of the following departments:
 - a) Director of Student Services – Chair
 - b) Faculty
 - c) Collaborative Administrative Team
 - d) Registrar's Office
 - e) Human Resources
 - f) other departments – may be invited as required.
- 4.2 The purpose of the Student Experience Committee is to:
 - a) create terms of reference
 - b) review aggregate data of student complaints
 - c) make recommendations to improve student experience
 - d) present summarized aggregate data to senior management and union chairs.
- 4.3 The committee will meet bi-annually.

5.00 RELATED POLICIES AND PROCEDURES

- 5.1 [ADM-009, Student Non-Academic Conduct Policy](#)
- 5.2 [EDU-004, Academic Integrity and Appeals Policy](#)

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5.3 [EDU-007, Sexual Violence and Misconduct Policy](#)

5.4 [HR-001, Employee Code of Conduct Policy](#)

5.5 [HR-003, Bullying, Harassment and Discrimination Policy](#)

6.00 OTHER SUPPORTING DOCUMENTS

6.1 CUPE and BCGEU Collective Agreements

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

7.00 HISTORY

Created/Revised/ Reviewed	Date	Author's Name and Role	Approved By
Created			