


Procedure Name:	STUDENT COMPLAINTS REFERRAL	
Approved By:	President's Council	
Approval Date:	June 6, 2003	
Next Scheduled Renewal Date:	June 18, 2019	
Procedure Holder:	VP, Academic, Students, and International	
Operational Lead:	Registrar and Director of Institutional Research	
Procedure Number:	EDU-015P	

STUDENT COMPLAINTS REFERRAL PROCEDURE

1.00 PURPOSE

- 1.1 This procedure documents the steps to be taken to address student complaints referrals.

2.00 DEFINITIONS

- 2.1 **Aggregate Data:** Anonymous summary statistics of received, resolved, and pending student complaints.
- 2.2 **Assisted Communication:** Complainant may request assistance from a representative of Student Services Team Student, Students' Union, or College Employee to resolve the complaint.
- 2.3 **Complainant:** An individual or group of individuals who lodge a complaint.
- 2.4 **Complaint:** An expression of dissatisfaction made to the College by a student where a response or resolution is explicitly or implicitly expected.
- 2.5 **Direct Communication:** Complainant communicates directly with the respondent(s) via email or face-to-face or both to address the complaint.
- 2.6 **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 PROCEDURAL STEPS

- 3.1 The Complainant is encouraged to seek advice from members of the Student Services Team on how to proceed with a complaint.
- 3.2 Complainants are to be directed to the appropriate College policy to address the respective complaint. (See Section 8.1.)
- 3.3 Complaints may be resolved either informally (Sections 4.00 and 5.00) or formally (Section 6.00).
- 3.4 Should the complainant or College Employee consider a complaint to be serious, and requires immediate attention, the Formal Complaint Policy (Section 6.00) is to be followed immediately.

4.00 INFORMAL COMPLAINTS – DIRECT COMMUNICATIONS

- 4.1 The Complainant communicates directly with the individual(s) via email and or face-to-face to address the complaint.
- 4.2 The Respondent must respond to the complainant within five working days.
- 4.3 If the Complainant is satisfied with the outcome, the complaint is resolved.
- 4.4 If the Complainant is not satisfied with the outcome, the Complainant has the option to request assistance from a member of the Students Services Team to proceed with the Assisted Communications process.
- 4.5 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.

5.00 INFORMAL COMPLAINTS - ASSISTED COMMUNICATIONS

- 5.1 The Complainant requests assistance by informing a member of the Student Services Team of the complaint(s). The Complainant will outline any effort(s) made to resolve the complaint(s) through the direct communication process.
- 5.2 The Student Services Team member may act as a mediator to resolve the complaint.
- 5.3 The Complainant and the Respondents are permitted to invite one support representative from a Union, of which they are a member, the Students' Union, or a College Employee.
- 5.4 During the resolution meeting, the Student Services Team member, Complainant, and Respondent are to create a plan of action to resolve the complaint.
- 5.5 The Student Services Team member will follow up with the Complainant and Respondent within 20 working days, or at an agreed-upon date, to review the resolution.
- 5.6 If the Complainant is satisfied with the outcome, the complaint is resolved.
- 5.7 If the Complainant is not satisfied with the outcome, the Complainant has the option to initiate the Formal Student Complaints process.
- 5.8 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.

6.00 FORMAL COMPLAINT PROCESS

- 6.1 The Formal Complaint process is triggered when the complaint is considered serious or the Complainant is unsatisfied with the Assisted Communications process.
- 6.2 The Complainant will inform a Student Services Team member of the complaint using the Student Complaint Form (see Appendix 1).
- 6.3 The Complainant will assemble any documentation to support the complaint, which may include, but is not limited to:
 - a) dates, locations, times, and descriptions of observable actions or inactions (testimony)
 - b) physical evidence such as pictures or correspondence
 - c) witnesses' names and written statements
 - d) impacts or consequences of incident

e) previous attempts to resolve the issue.

- 6.4 The Student Services Team may assist in the preparation of the Student Complaints Form and supporting documents.
- 6.5 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 working days after receipt.
- 6.6 The Respondent will be given immediate written notification of the complaint by either the Director of Student Services or Program Dean.
- 6.7 The Director of Students Services, Program Dean, and Human Resources representative will review and make inquiries into the formal complaint as per the respective policy.
- 6.8 Further inquiry may be required by a College Employee or an outside agency.
- 6.9 The Complainant will be contacted and notified as per the respective policy.
- 6.10 The Student Services Team or College Employee member will immediately provide written notification of the formal complaint to the Respondent.

7.00 APPEALS

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

8.00 AGGREGATE DATA

- 8.1 All Deans and Directors will collect Aggregate Data on Student Complaints received and processed within their respective departments.
- 8.2 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.

9.00 RECORDS RETENTION

- 9.1 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.
- 9.2 The College will store and manage Student Complaint forms and submissions in accordance with the [Freedom of Information and Protection of Privacy Act](#).

10.00 RELATED POLICIES AND PROCEDURES

- 10.1 [ADM-009, Student Non-Academic Conduct Policy](#)
- 10.2 [EDU-004, Academic Integrity and Appeals Policy](#)
- 10.3 [EDU-007, Sexual Violence and Misconduct Policy](#)
- 10.4 [HR-001, Employee Code of Conduct Policy](#)
- 10.5 [HR-003, Bullying, Harassment and Discrimination Policy](#)

11.00 SUPPORTING DOCUMENTS

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

12.00 APPENDICES

12.1 Appendix A: [Student Complaint Form](#)

13.00 HISTORY

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

APPENDIX A: Student Complaint Form

This form is housed on the CMTN website. See <https://www.coastmountaincollege.ca/student-services/student-support/forms-reports/written-student-complaint-form>.