

COLLEGE POLICY

Policy No. & Title:	C-319 Student Complaint
Policy Sponsor:	Vice-President, Operations
Reference Cmtee:	Policy & Procedure Committee
Effective:	2023-08-01
Next Review:	2024-07-31

Purpose

This policy describes the purpose and guidelines for student complaints.

Scope

This policy applies to all College students, employees, delivery partners, affiliates, volunteers, and contractors.

Definitions

POLICY

Principles

The College is committed to:

- Improving lives through exceptional education experiences.
- Helping students become job-ready graduates.
- Supporting student success.
- Providing a positive and engaging environment for every student's educational experience.
- Listening and acknowledging concerns brought forth by students, both informally and formally.
- Following the four-level complaints escalation procedure to ensure fair and equitable treatment.

Application

The College will ensure:

- 1) All Employees are made aware of this policy and its procedure.
- 2) All Employees complete training on the escalation procedure documented in C-319p Student Complaint Procedure.
- 3) All Employees understand and follow through on the four-level escalation procedure documented.
- 4) Documentation of all Student Complaints is properly documented and stored in the appropriate manner as per Provincial Regulatory Bodies.

Related Policies

P-103 Anti-Violence, Harassment, and Discrimination

P-105 Sexual Harassment, Sexual Misconduct and Sexual Violence Prevention

P-101 Health and Safety

Supporting Documents/Forms

C-319p – Student Complaint Procedure