COLLEGE POLICY

Policy No. & Title:	**C-319 Complaints**
Policy Sponsor:	Vice President, Operations
Reference Cmtee:	Policy & Procedure Committee
Effective:	2024-12-02
Next Review:	2027-07-31

Purpose
This policy describes the purpose and guidelines for student and external party complaints.

Scope
This policy applies to all College students, employees, employers, clients, affiliates, volunteers, and contractors.

Definitions

POLICY
Principles
The College is committed to:

- Upholding positive relationships both internally and externally.
- 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 to and acknowledging concerns brought forth by students, external clients, partners, and employers; both informally and formally.
- Following the four-level complaints escalation procedure to ensure fair and equitable treatment.
- Provide responsive, respectful, and efficient service that meets College expectations.

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 Complaint Procedure.
3) All Employees understand and follow through on the four-level escalation procedure . Documentation of all Complaints are 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 –Complaint Procedure