

Policy Title	Student Complaints Resolution Process (Non-Academic)	
Policy Holder	Office of the Vice President Academic	
Policy Approver(s)	Senior Team	
Related Policies	1-1-02	Freedom of Information and Protection of Privacy Policy
	Ch1-s1-18	Policy to Address Anti-Indigenous and Other Forms of Racism
	5-5-03	Charter of Students' Rights and Responsibilities
	4-2-06	Code of Conduct Policy
	Ch4-s2-01	Respectful Work & Learning Environment (Workplace Harassment) Policy
	Ch4-s4-30	Non-Academic Investigation Protocol
	7-1-01	Acceptable Use of Information Technology Resources Policy
Related Procedures		
Appendices		
Storage Location	Website - https://www.confederationcollege.ca/policies-and-procedures	
Effective Date	2023-07-18	
Next Review Date	2024-07-18	

Purpose

Confederation College is a learning community made up of students, faculty, and staff. Everyone has a shared interest in resolving disputes that may arise in a manner that is fair, effective, timely, and constructive. The Student Complaints Process (Non-Academic) provides a framework to resolve complaints at the informal level and for a formal investigation if required. The intent of the process is to ensure fair treatment of all parties and resolution of complaints in good faith.

Scope

This process applies to all non-academic complaints regarding breaches or violations of college policies or operating practices in both physical and virtual environments:

Academic Policies & Procedures:

Charter of Students' Rights and Responsibilities Policy 5-5-03

Student Code of Conduct Practice 5-5-02

HR Policies & Procedures:

Code of Conduct Policy 4-2-06

Respectful Work & Learning Environment (Workplace Harassment) Policy 4-2-01

Educational Resources:

Acceptable Use of Information Technology Resources Policy 7-1-01

Definitions

Complainant	The student initiating the process or requesting an appeal.
Respondent	The person or person(s) that is named in the complaint. If no person is named and the complaint is about a policy, the respondent will be the person responding on behalf of the college.
Documentation	Academic materials, communications (in any medium), policies, practices, course outlines, behaviour plans, or other records relating to the complaint
Remedy	The adjustment requested during the dispute resolution process.
Participants	Any person who is invited to provide information or documentation to the process.
Administrator	Includes Dean, Associate Dean, Director, Academic Manager, Manager, Supervisor

Governing Laws and Regulations

n/a

Policy Statements

At any time during the informal and formal processes outlined below, anyone involved in the process may request third-party advice. The student may seek advice and support of the Counselling Department, the Student Union, or a college employee of their choice. If college employees are involved in the process, they may seek advice and support from Human Resources.

It is encouraged that complaints are resolved at the informal stage. All parties will work toward satisfactory resolution.

Whenever possible, an educational approach will be taken to deal with inappropriate behaviour by assisting the individual to understand why the behaviour is inappropriate, how it impacts other people, and the importance of taking responsibility for the consequences of their actions.

Non-Compliance

It is the joint responsibility of the Registrar and Dean to ensure that the guidelines contained in this policy are followed and adhered to in order to effectively and efficiently support student focused learning objectives. Lack of compliance will result in delays in academic operations and student success.

Revision History

Version	Change	Author	Date of Change
	APAC – RGemmill	RGemmill	2023-07