

Policy Title	Student Complaint Process Policy
Policy Holder	Office of the Vice President Academic
Policy Approver(s)	Senior Team
Related Policies	Ch1-s1-18 Policy to Address Anti-Indigenous and Other Forms of Racism Ch5-s5-03 Charter of Students' Rights and Responsibilities Ch4-s2-01 Respectful Work & Learning Environment (Workplace Harassment) Policy Ch4-s4-30 Non-Academic Investigation Protocol 1-1-02 Freedom of Information and Protection of Privacy Policy 4-2-06 Code of Conduct Policy 7-1-01 Acceptable Use of Information Technology Resources Policy
Related Procedures	Ch5-s5-04b Student Complaint Process (Classroom and Campus Conduct) Procedure
Appendices	N/A
Storage Location	Website - https://www.confederationcollege.ca/policies-and-procedures
Effective Date	2025-04-01
Next Review Date	2030-04-01

Purpose

Confederation College is a learning community made up of students, faculty, and staff who share a commitment to resolving disputes in a manner that is fair, effective, timely, and constructive. The Student Complaints (Non-Academic) Process provides a framework for resolving complaints informally and, when necessary, through a formal investigation. The intent of the process is to ensure the fair treatment of all parties and to support the 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 Ch5-s5-03
 Student Code of Conduct Practice Ch5-s5-02

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
Administrator's supervisor	The immediate supervisor of the Administrator as detailed in the department organizational chart.

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
2025-04-01	Wording-see cover sheet	Shane Strickland	2025-01-13
2025-04-01	Title Change	APAC	2025-02-14