

Policy Title	Student Complaint Process Procedure
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	
Appendices	Appendix 1 - Flowchart
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 Complaint (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 procedure 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

Procedure Statements

1.0 Informal Process – Step 1

- 1.1 If a student has a complaint about another registered student, they should first discuss the matter with the student identified. Student(s),
College
Employee,
Administrator
- If a student has a complaint about an employee, the student should first discuss the matter with the employee identified.

In the case of a policy or practice complaint, it should be discussed with the department administrator.

It is recognized that in some circumstances, a student may wish to skip step 1.1 and take a complaint directly to the responsible administrator. In such a case, the student shall share the informal complaint directly with the Associate Dean, Director of Student Success, or Regional Campus Director.

- 1.2 In the case of a student-to-employee complaint, if the student is not comfortable speaking with the employee who is the subject of the complaint, the student may address it with that employee’s supervisor. The supervisor will support the student through informal resolution approaches. Student
- If the complaint is received by another college employee, the employee receiving the complaint must declare a conflict of interest, inform the student that they are unable to address the complaint, and advise the student of the correct procedure. College Employee
- At any point in this process, the college may determine whether this operating practice is the appropriate venue for resolving the complaint. The college may choose another action, such as referring the complaint to the Academic Dispute Resolution Process or a more appropriate policy or procedure.
- If satisfactory resolution is not reached through Step 1 of the Informal Process, the complainant may choose to proceed with Step 2 of the Informal Process.

Informal Process – Step 2

- 1.3 In the case of a student-to-student complaint, the complainant should present an informal complaint to the Associate Dean, Director of Student Success or Regional Campus Director. Anonymous complaints will not be accepted. Complainant
- In the case of a student-to-employee complaint, the complainant should present an informal complaint to the employee’s supervisor. Complainant
- In the case of a policy or practice complaint, the complainant should present an informal complaint to their Associate Dean. Complainant
- In the case that the complaint would be better responded to under another course of action, including the Equity, Diversity, and Inclusion office, the administrator will provide the contact information and any supplementary information to better suit the needs of the situation. Administrator
- The complainant will be prepared in this complaint to explain the following: Complainant
- the basis of the complaint (referencing the Charter of Student Rights and Responsibilities, or the pertinent College policy or practice).
 - dates of incident, if applicable.
 - names of involved people, if applicable.
 - supporting documentation, if applicable.
 - the remedy sought.
- The complainant will receive an initial response acknowledging receipt of the complaint within 5 business days.

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| 1.4 | In the case of a complaint against a college employee, the department supervisor/administrator shall inform the employee named in the complaint within 5 business days or as soon as possible. | Administrator |
| 1.5 | The administrator shall gather information to determine whether a meeting is required. | Administrator |
| 1.6 | Should a meeting be needed, the administrator will organize a meeting between the affected parties. Third parties may only be included by mutual consent. The administrator shall work with both parties to resolve the complaint satisfactorily. | Administrator |
| 1.7 | The administrator shall document the results of the meeting and provide them, in writing, to the complainant and respondent within 10 working days. This summary may be sent by email. | Administrator |
| 1.8 | If the complainant is satisfied with the remedy, no further action is required. If the complainant is not satisfied with the results, the complainant has 5 business days to initiate a formal written complaint. If no action is taken by the complainant within 5 business days from receiving the results, the College will consider this as the complainant's acceptance of the remedy and that the complaint has been resolved. | Complainant |

2.0 Formal Process

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| 2.1 | Failing satisfactory resolution at the informal stage, the complainant may initiate a formal written complaint to the Administrator's supervisor of their department within 5 business days of receiving the written results. | Complainant |
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The written complaint should include the following:

- the administrator's written summary of the results of the informal process.
- the basis of the complaint (referencing the Charter of Student Rights and Responsibilities or the pertinent College policy or practice).
- dates of incident (if applicable).
- names of involved people (if applicable).
- supporting documentation, if applicable.
- the remedy sought.

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| 2.2 | The Administrator's supervisor shall review the written complaint to determine whether this operating practice is the appropriate venue for resolving the complaint, such as referring the complaint to the Academic Dispute Resolution Process. The Administrator's supervisor may also determine that the case lacks merit and thus does not qualify for an appeal. | Administrator's supervisor |
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| <p>2.3 Following the review of the written complaint, further investigation may be required to resolve a complaint. In investigating a complaint, the Administrator’s supervisor may also take the following actions:</p> <ul style="list-style-type: none"> • collect and review documents which may contain information of relevance to the complaint • interview persons who may have information of relevance to the complaint, including conducting further interviews with the complainant and/or the respondent • consult with advisors (including, for example, the Human Resources department or Academic Support Centre of the College) • take any other steps consistent with College Policy | <p>Administrator’s supervisor</p> |
| <p>2.4 The *Chair may convene a Complaint Review Committee of at least three people, one of whom may be a student, with equitable representation outside the Division involved, depending on the nature of the complaint and at the Chair's discretion.</p> <p>*The Administrator’s supervisor will serve as the Chair of the Complaint Review Committee.</p> | <p>Chair</p> |
| <p>2.5 Both parties may elect to be accompanied by a person of their choice. The Student Complaint Process (Non-Academic) is an internal college process. Legal advisors are prohibited from attending or participating in the hearing.</p> | <p>Complainant and Respondent</p> |
| <p>3.0 Complaint Review Committee Hearing Process</p> | |
| <p>3.1 All documentation and other submissions, along with a list of participants, will be given to the Chair of the Review Committee at least 5 days before the hearing.</p> | <p>Complainant and Respondent</p> |
| <p>3.2 The admissibility of documents will be determined by the Chair of the Review Committee, based on the relevance of the material.</p> | <p>Chair of the Review Comm.</p> |
| <p>3.3 Identical copies of the relevant documentation are distributed to the complainant, the respondent, and the Complaint Review Committee members at least 2 business days before the hearing.</p> | <p>Chair of the Review Committee</p> |
| <p>3.4 The complainant and respondent present their case in the physical or virtual presence of each other, unless otherwise approved by the Chair in advance of the hearing. Other participants join the hearing when called to present.</p> | <p>Complainant and respondent</p> |
| <p>3.5 The complainant presents an opening statement that outlines the basis for the complaint. The complainant will be allowed to present this statement without interruption.</p> | <p>Complainant</p> |

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| 3.6 | The complainant then presents appropriate documentation and calls participants. The complainant and participants present without interruption. Once the presentation is complete, committee members. | Complainant and Complaints |
| 3.7 | The committee may ask questions to clarify the documentation or other information. Participants leave the hearing after they have answered any questions from the committee. If the Chair determines that additional information is required, it will be requested from the appropriate sources. | Review Committee |
| 3.8 | Next, the respondent presents an opening statement that outlines the documentation and introduces any participants to provide relevant information about the dispute. The respondent and participants will be allowed to present without interruption. Once the presentation is complete, committee members may ask questions to clarify the documentation or other information. Participants leave the hearing once they have presented and answered any questions from the committee. If the Chair determines that additional information is required, it will be requested from the appropriate sources. | Respondent and Complaint Committee |
| 3.9 | At the conclusion of their respective presentation and question period, the complainant and respondent have the opportunity to offer a concluding statement. The Complaint Review Committee may request either or both presenters to make additional comments. | Complainant, Respondent and Complaint Review Committee |
| 4. Decision | | |
| 4.1 | During the hearing, itemized minutes are taken by a neutral note-taker. Once the presentations have been heard, the committee will excuse both parties and proceed with deliberations and decision-making. The Complaint Review Committee deliberations are confidential and are not recorded. | Complaint Review Committee |
| 4.2 | The Complaint Review Committee will make its decision in private. | Complaint Review Comm. |
| 4.3 | The complainant and respondent will be notified of the decision, in writing, within three (3) business days. The decision will be considered final. | Complaint Review Committee |

5. RELEASE OF INFORMATION

The rights of all individuals, with regard to confidentiality and release of information, will be respected by all members of the Committee, and those members of the college community who attend the hearing, or those who have been privy to the information. Please reference the Freedom of Information and Protection of Privacy Policy (1-1-02).

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	2025-02-10

Appendix 1

