

## Formal Student Complaint Form

Please submit this form to [studentcomplaints@cnc.bc.ca](mailto:studentcomplaints@cnc.bc.ca) using your CNC email address. The form will be reviewed by the Director of Student Services and forwarded to the appropriate Dean or Director to resolve the complaint. You may also drop off a paper form to the Student Services Office.

If your complaint is about the Director of Student Services, please submit your complaint to the Office of the VP Student Affairs.

**Student Name:** \_\_\_\_\_ **Student No.** \_\_\_\_\_

**Email:** \_\_\_\_\_ **Phone No.** \_\_\_\_\_

**Program:** \_\_\_\_\_

Nature of the complaint:

Date of incident(s):

Location of incident(s):

Individual(s) Involved:

List any witness(es) to the incident(s):

Describe the details of the incident:

In an effort to address the incident(s), I have taken the following actions:

If applicable, describe the outcomes of any conversations with individuals involved in the complaint.

Requested remedy:

I would like to resolve the complaint through facilitated resolution.

Yes       No

Department(s) involved in the complaint:

<input type="checkbox"/> Aboriginal Resource Centre	<input type="checkbox"/> IT Services
<input type="checkbox"/> Applied Research & Innovation	<input type="checkbox"/> Library
<input type="checkbox"/> Bookstore	<input type="checkbox"/> Marketing & Events
<input type="checkbox"/> Burns Lake Campus	<input type="checkbox"/> Office of the Registrar
<input type="checkbox"/> Campus Housing	<input type="checkbox"/> Planning & Institutional Research
<input type="checkbox"/> Centre for Teaching & Learning	<input type="checkbox"/> Policy, Planning & Strategy
<input type="checkbox"/> CNC Research Forest	<input type="checkbox"/> Quesnel Campus
<input type="checkbox"/> Communications & Advancement	<input type="checkbox"/> Safety & Security
<input type="checkbox"/> Facilities Services	<input type="checkbox"/> School of Access & Continuing Education
<input type="checkbox"/> Finance	<input type="checkbox"/> School of Health Science & Human Services
<input type="checkbox"/> Financial Aid & Awards	<input type="checkbox"/> School of University Transfer, Access, and Business
<input type="checkbox"/> Food Services	<input type="checkbox"/> School of Technologies, Applied Arts, and Trades
<input type="checkbox"/> Fort St James Campus	<input type="checkbox"/> Student Services
<input type="checkbox"/> Human Resources	<input type="checkbox"/> Academic Success Centre
<input type="checkbox"/> International Education	<input type="checkbox"/> Vanderhoof Campus
<input type="checkbox"/> Other:	

By submitting this formal complaint, I acknowledge and agree to the following:

1. I may be required to provide additional information and attend meetings during the review of my complaint.
2. I am welcome to bring a support person to any meetings with the College during the complaint resolution process as outlined in the [Student Complaint Resolution Policy](#).
3. I am encouraged to reach out to the CNC Student Union for support and guidance during the complaint resolution process.
4. No adverse action will be taken against me for filing a complaint in good faith.
5. While my identity may need to be shared with those directly involved in resolving the complaint, the College will limit this disclosure only to what is necessary for a fair and thorough process.
6. The College will keep my information private and only share it with the few people who need it to handle my complaint, in compliance with the Freedom of Information and Privacy Act.
7. Records related to my complaint will be retained by the Student Services department for two (2) years and then securely destroyed.
8. I may withdraw my complaint at any time through written notice to the Director of Student Services.

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Privacy Notice**

The personal information collected on this form and through the complaint process is collected under the authority of Section 26(c) of the *Freedom of Information and Protection of Privacy Act (BC)* for the purpose of reviewing and resolving student complaints in accordance with the *Student Complaint Resolution Policy*.

Your information will be shared only with those who need it to help review, investigate, or resolve the complaint, and may be used to follow up with you or others involved in the matter.

If you have questions about the collection or use of your personal information, please contact the Director of Student Services at [studentcomplaints@cnc.bc.ca](mailto:studentcomplaints@cnc.bc.ca)

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