

Procedure Information	
Related to Policy No:	E-1.27
Approved by:	Executive Committee
Approval Date:	March 16, 2022
Executive Responsible:	VP Student Affairs
Administrator Responsible:	Director Student Services
Date of Next Review:	March 2027

STUDENT COMPLAINT RESOLUTION PROCEDURES

Definitions

Anonymous Complaints

Anonymous information can be provided to the College without having your name and identity associated with it. However, anonymous information will not be recognized as a complaint within this policy.

Complaint

Stated dissatisfaction with an aspect of the College's programs, services or people. This can include concerns about employee conduct (unless covered by the Respectful Workplace Policy), quality of service, delay in providing a response, the reasonableness of a decision, or action taken by a staff member. It can also include the response provided by a staff member to a complaint or concern raised about CNC.

Procedural Fairness

A concept that evolved from the courts to ensure a fair hearing. Procedural fairness includes two important elements:

1. An impartial decision maker free from actual or perceived bias, and
2. The right to participate in decisions affecting a person's own rights, interests or privileges. Including being provided:
 - a. Reasonable notice of the issues and decision being considered with sufficient time to prepare a response;
 - b. Details about the decision-making process;
 - c. The opportunity for all parties to be heard; and
 - d. Clear and meaningful reasons for decisions.

Student

A student is a person registered in any course or program offered by the College of New Caledonia. Persons are still considered students for the purpose of this policy if they have informed the College that they are on a scheduled program break and expect to register in the next major term.

Support Person

An individual chosen by the student who attends College meetings with the student during the complaint resolution process. This individual does not participate on behalf of the student but is available to provide advice and support.

Procedures

1. CNC uses a three-tier approach to resolve complaints. The goal is to resolve most complaints informally and at the first point of contact. However, the nature of some complaints may require a more formal resolution process.
 - 1.1 Students have four choices where to first submit their complaint:
 - 1.1.1. Informal Complaint Process – discussion directly with the employee or faculty member involved in the complaint
 - 1.1.2. Informal Complaint Process – discussion with the appropriate Associate Dean, service area Manager, or Operations Manager
 - 1.1.3. Formal Complaint Process – formal review of the complaint by a committee
 - 1.1.4. External Review – request a review from an external body such as the BC Office of the Ombudsperson
 - 1.2. If a student has concerns discussing their complaint with the employee or faculty member they may instead speak to the appropriate Associate Dean or Manager, or move directly to the formal complaint process.
2. College employees are responsible for maintaining confidentiality and protecting privacy throughout the student complaint resolution process as outlined in BC's *Freedom of Information and Protection of Privacy Act*. All related documents must be stored securely and only made accessible to those staff involved in the review of the complaint.
3. Students may submit shared complaints as a group; however, each student must submit their own formal complaint form. The College may choose to respond to students together or individually depending on the situation.
4. Students may choose to bring a support person to any meeting with College representatives as outlined in the *Student Complaint Resolution Policy*.
5. An Associate Dean, Dean, service area Manager, service area Director, Operations Manager, Regional Principal, or the Director of Student Services may name a designate for their role in the complaint process in the following situations:
 - 5.1. They are on leave and unable to respond to the complaint within the set timelines.
 - 5.2. Their participation may be a conflict of interest.

Informal Complaint Resolution Process Point of Service and Frontline Resolution

6. The College aims to address and resolve most complaints at the point of service whenever possible. Informal complaints may include, but are not limited to:
 - 6.1. Failure to provide a service;
 - 6.2. Disrespectful or unhelpful service from a staff member;

6.3. Service provided that falls below the normal standard for the organization.

7. Within ten (10) business days of the incident, the student will schedule time to speak to the employee involved in the complaint.

8. The parties will work to resolve the complaint through discussion.

INFORMAL RESOLUTION - DISCUSSION WITH EMPLOYEE OR FACULTY		
Timeframe	Action	Responsible
Recommended within ten (10) business days of the incident	Schedule time to speak with the employee involved in the complaint	<ul style="list-style-type: none"> • Student
During the scheduled meeting	Attempt to resolve the complaint through discussion	<ul style="list-style-type: none"> • Employee or faculty member • Student

9. If the student is not satisfied with the outcome, or, if the student is not comfortable discussing their concerns with the employee directly, the student may schedule a meeting with the relevant Associate Dean, service area Manager, or Operations Manager.

9.1. This request should be made within ten (10) business days of the incident or within (5) business days of the previous attempt at resolution.

9.2. The student will provide:

9.1.1. the nature of the complaint;

9.1.2. efforts taken to address the complaint and results of the attempted resolution, if applicable; and

9.1.3. the requested remedy.

10. The parties will work to resolve the complaint through facilitated discussion to come to a mutual resolution.

INFORMAL RESOLUTION - DISCUSSION WITH ASSOCIATE DEAN OR MANAGER		
Timeframe	Action	Responsible
Recommended within ten (10) business days of the incident, <u>or</u> within five (5) business days of previous attempt at resolution	Schedule time to speak with the appropriate Associate Dean, service area Manager, or Operations Manager	<ul style="list-style-type: none"> • Student
During the scheduled meeting	Attempt to resolve the complaint through discussion	<ul style="list-style-type: none"> • Appropriate Associate Dean or Manager • Student

Formal Complaint Resolution Process

Complaints Requiring Internal Review or Alternative Dispute Resolution

11. The formal complaint resolution process is intended to review complaints not resolved informally or those complaints of a more serious or systemic nature. Formal complaints will involve more senior staff who will review the issue and assist in resolving the complaint.
12. Within ten (10) business days of the original incident or within five (5) business days of the last attempt at informal resolution, the student should submit a written formal complaint using one of the following:
 - 12.1. [online formal student complaint resolution webform](#) available on the [CNC Policy webpage](#) and the Student Services webpage; or
 - 12.2. paper Formal Student Complaint Form available from Student Services or the Regional Principal's office.

Although students are encouraged to submit formal complaints in writing, where barriers exist formal complaints may be provided verbally.

13. In their formal complaint submission, the student will provide:
 - 13.1. the nature of the complaint;
 - 13.2. efforts taken to address the complaint and results of the informal resolution attempt, if applicable; and
 - 13.3. the requested remedy.
14. Within two (2) business days of receipt of the complaint, the appropriate Dean, service area Director, or Regional Principal will:
 - 14.1 acknowledge receipt of the complaint in writing; and
 - 14.2 together with the Director of Student Services establish an ad hoc Student Complaint Resolution Committee consisting of:
 - 4.2.1 One (1) Chair - Director of Student Services (Non-voting);
 - 4.2.2 One (1) student named by the CNC Student Union;
 - 4.2.3 One (1) faculty or employee from a different academic or functional area; and
 - 4.2.4 One (1) Dean or Director from a different academic or functional area.
15. The Chair will not have a vote and will be responsible for making sure members of the Committee are free of bias related to the complaint being heard.
16. Within five (5) business days of receipt of the complaint, the Student Complaint Resolution Committee will: begin meetings to review the complaint;
 - 16.1 identify people to be interviewed.
 - 16.2 begin interviews and do other research as necessary to fully review the complaint;

16.3 continue to update the student with the Committee's progress and expected timeframe; and

16.4 ensure the review is thorough and completed as quickly as possible.

17. Within two (2) business days of completion of the review, the Chair will advise the appropriate Dean, service area Director, or Regional Principal of the Committee's recommendations; and

17.1 provide a copy of all complaint review documents to the Director, Student Services for the official Student Complaint Resolution file.

18. Within two (2) business days of receiving the Committee's recommendations the Dean, service area Director, or Regional Principal will:

18.1 review the recommendations;

18.2 provide the student with a written response explaining the Committee's recommendations; and

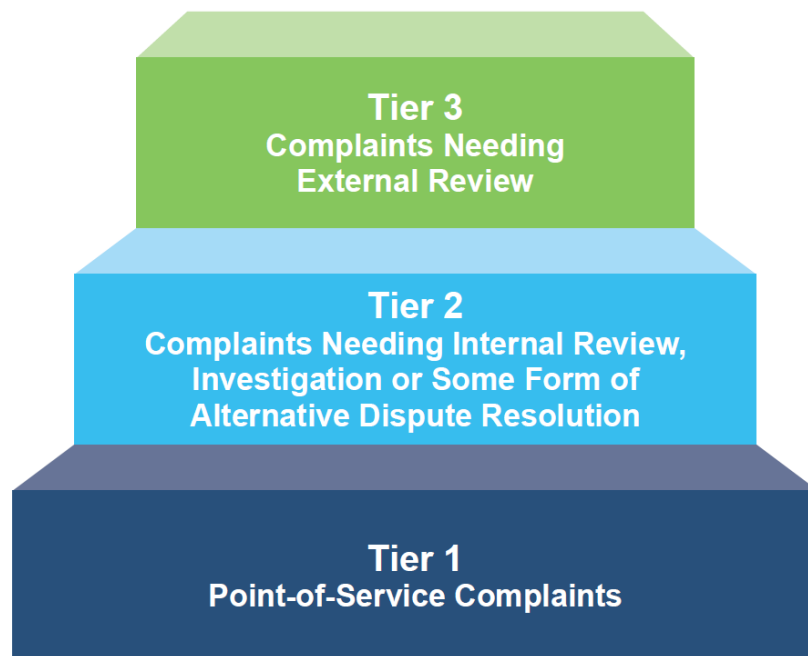
18.3 provide a copy of the written response to the Director, Student Services for the official Student Complaint Resolution file.

FORMAL RESOLUTION - FORMAL COMMITTEE REVIEW		
Timeframe	Action	Responsible
Recommended within ten (10) business days of the incident, <u>or</u> within five (5) business days of previous attempt at resolution	Submit Formal Complaint Resolution Form	<ul style="list-style-type: none"> • Student
Within two (2) business days of receipt of the complaint	Provide student with written acknowledgment of the complaint Establish Student Complaint Resolution Committee	<ul style="list-style-type: none"> • Appropriate Dean, Director or Regional Principal
Start within five (5) business days of the receipt of the complaint and attempt to complete as quickly as possible	Review the complaint including meeting with the student, conducting interviews, providing updates to the student	<ul style="list-style-type: none"> • Student Complaint Resolution Committee
Within two (2) business days of completion of the review	Advise the Dean, Director or Regional Principal of the Committee's recommendations Provide a copy of all documents to the Director of Student Services	<ul style="list-style-type: none"> • Committee Chair

Timeframe	Action	Responsible
Within two (2) business days of receiving the Committee's recommendations	Review the recommendations Provide the student with a written response outlining the Committee's recommendations Provide a copy to the Director of Student Services	<ul style="list-style-type: none"> Dean, Director or Regional Principal

External Review Process

19. If the student is unhappy with the decision made through the student complaint resolution process, they may submit a request to the BC Office of the Ombudsperson, or other means, for an external review of their complaint.
20. The external review process is tier three (3) of the Student Complaint Resolution Policy as recommended by the BC Office of the Ombudsperson.



¹⁹ Tasmanian Disability and Community Services, *Good Practice Guide and Self Audit Tool 2017*, 2017, 32; New South Wales Ombudsman, *Effective Complaint Handling Guidelines*, 3rd ed., 2017, 9; Health Services Review Council, *Guide to Complaint Handling in Health Care Services*, 2005, 17.

Links to Other Related Policies, Documents, and Websites

Student Complaint Resolution Policy
Accommodations for Students with Disabilities
Academic Conduct Policy
Grade Appeal Policy
Personal and Medical Withdrawal Appeals Policy
Respectful Workplace Policy
Student Refund Policy
Student Sexual Misconduct Policy
Student Non-academic Conduct Policy
CNC Organizational Chart
[CNC Contact List](#)
[BC Office of the Ombudsperson](#)

Forms

Student Complaint Resolution Webform
Student Complaint Resolution Form

Procedure Amendment Log

Amendment Number:	Date:
0	November 23, 1990
1	March 2011
2	March 16, 2022