

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

## STUDENT COMPLAINT RESOLUTION POLICY

### Policy Statement

The College of New Caledonia (CNC) is committed to an open, responsive, and collaborative approach to address student complaints. This policy and procedures set out the scope and processes for receiving, reviewing, and responding to student complaints in instances where a more appropriate policy does not exist.

### Purpose / Rationale

The purpose of this policy is to ensure the College provides a fair, transparent and timely response to student complaints and concerns.

### Scope / Limits

This policy is to be used for student complaints that do not fall under another College policy or procedure.

Concerns or complaints addressed in other policies and procedures include, but are not limited to:

- Academic accommodations;
- Academic misconduct;
- Grade appeals;
- Personal and medical withdrawal appeals;
- Privacy concerns or breaches that fall under the *BC Freedom of Information and Protection of Privacy Act*;
- Matters between a student and College employee covered under the Respectful Workplace Policy including discrimination, etc.;
- Student refunds;
- Sexual misconduct;
- Student non-academic misconduct; and
- Work placements, practicums, co-op experiences.

## Principles / Guidelines

CNC is committed to high standards in our academic program delivery and services. The College values feedback from students and strives to continuously evaluate and improve our services. Our student complaint resolution process is guided by the following principles:

### 1. Accessible

- 1.1 The student complaint resolution process is publicly available on the College website, and students are educated on their right to submit a complaint.
- 1.2 Complaints are accepted via webform [linked], phone, email, and in-person as outlined in the *Student Complaint Resolution Procedures*.
- 1.3 The College strives to ensure the complaint process is easily understood and accessible to all students, particularly those who may require assistance.
- 1.4 Students are encouraged to request support from the CNC Student Union (CNCSU) during the complaint resolution process. CNCSU representatives are familiar with CNC policies and procedures and may act as a student's support person during any complaint resolution meetings. CNCSU representatives may help the student prepare for meetings, provide advice and support, and act as a witness when needed.
- 1.5 Students may reach out to areas such as Student Services, the Aboriginal Resource Centre, and/or International Education for help understanding the steps of the complaint resolution process.

### 2. Fair

- 2.1 Student complaints will be handled in a manner that is impartial and fair.
- 2.2 Complaints that cannot be resolved informally, or those that raise more serious concerns, will be forwarded for further review or investigation as outlined in the *Student Complaint Resolution Procedures*.
- 2.3 Student complaints will be reviewed and decided by College representatives who were not involved in the complaint and who are not otherwise in a position of potential bias.
- 2.4 Students will be invited to submit relevant information and be heard before a review of the complaint is finalized.

### 3. Person-focused

- 3.1 The College respects and recognizes that each student has different needs and experiences, and that each student has their own unique history that they bring to each interaction within CNC.
- 3.2 The College is committed to listening to student's concerns, treating all parties with respect and dignity, and maintaining confidentiality throughout the complaints process.

### 4. Responsive

- 4.1 Students are encouraged to submit complaints within 10 days of the incident to attempt to solve issues early and while memories are fresh.
  - 4.1.1 The College will accept complaints after the suggested 10 days when necessary. Late submission of a complaint may complicate the resolution process, but it does not invalidate the complaint.
- 4.2 The College will respond to complaints within the time limits outlined in the Student Complaint Resolution Procedures, with a commitment to resolve the complaint at the earliest opportunity.
- 4.3 The College is committed to these time frames and will inform students on the progress of their complaint and reasons for any delay in the complaint resolution process.
- 4.4 The College will attempt to resolve the complaint in a satisfactory manner within the limits of its authority.

### 5. Confidential

- 5.1 The College commits to maintaining confidentiality and protecting privacy throughout the complaints process and following BC's *Freedom of Information and Protection of Privacy Act*.
- 5.2 Information collected during the complaint resolution process will only be shared with those involved in the review and resolution of the complaint.
- 5.3 Documents will be stored securely and only accessible to those staff involved in the review of the complaint.
- 5.4 Complaint outcomes may be anonymized and shared within the College to promote continuous quality improvement.

## Legislative and Collective Agreement References

BC Human Rights Act

BC Freedom of Information and Protection of Privacy

## Links to Other Related Policies, Documents and Websites

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

## Policy Amendment Log

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