

Policy

Procedure

College Standard

Standard Operating Procedure

Guideline

Local Practice



Policy Title	Policy No.	
Student Complaint Resolution	E-1.27	
Executive Responsible	Administrator Responsible	
VP Student Affairs	Director Student Services	
Approving Body	Approval Date	Date of Next Review
Executive Committee	December 9, 2025	December 2030
Associated Procedure and Resources		
Student Complaint Resolution Procedure		
Student Complaint Resolution Form		

PURPOSE

The purpose of this policy is to explain how students can raise concerns or make complaints about their experience at the College of New Caledonia ("the College" or "CNC") and to outline how CNC will respond. CNC is committed to resolving student complaints in a fair, transparent, timely, and collaborative manner, and to fostering an environment where every student feels heard and respected.

SCOPE

This policy applies to all student complaints about their experience with College services, processes, or interactions that are not addressed under another College policy or procedure. Where a complaint falls within the scope of another policy, that policy will apply instead. Examples of policies that govern specific types of complaints include, but are not limited to:

- a) Accommodations for Students with Disabilities
- b) Student Academic Conduct
- c) Student Non-academic Conduct
- d) Freedom of Information and Protection of Privacy
- e) Grade Appeal
- f) Prevention of Discrimination, Bullying and Harassment
- g) Student Refund
- h) Student Sexual Misconduct
- i) Withdrawal Due to Extenuating Circumstances

GUIDING PRINCIPLES

1. CNC's complaint resolution process is designed to be straightforward and accessible to all students. Students can submit complaints through multiple channels, including an online form, email, or in person. Assistance is available for those who need help sharing their concerns.

2. The College aims to resolve most complaints informally and at the first point of service while also recognizing that the nature of some complaints may require a more formal resolution process.
3. The College addresses all student complaints and concerns constructively within a culture of continuous improvement. The College retains discretion to determine whether a complaint proceeds to formal review following reasonable efforts at informal resolution.
4. Students may submit shared complaints as a group. For formal complaints, each student must submit their own complaint form. The College may choose to respond to students together or individually, depending on the situation.
5. Students may submit an anonymous concern to the College without having their name or identity associated with it; however, CNC may be unable to fully address or resolve anonymous submissions under this policy.
6. The College will handle each complaint confidentially. CNC will review each case impartially, based on its own merits, without bias or discrimination, and following the principles of procedural fairness.
7. The College respects and recognizes that each student has different experiences and unique histories that they bring to each interaction within CNC.
8. CNC acknowledges the emotional and personal impact of complaints and strives to provide support throughout the process. Students may choose to bring a support person to any meeting with college representatives.
9. Students may ask CNCSU representatives to act as the student's support person during the resolution process, help the student prepare for meetings, provide advice and support, and act as witnesses when appropriate.
10. Students may also reach out to areas such as Student Services, Accessibility Services, the Aboriginal Resource Centre, and/or International other departments for support during the complaint resolution process.
11. CNC aims to address complaints promptly and fairly, following the processes and timelines outlined in the *Student Complaint Resolution* procedure. Students will be kept informed throughout the process, including notification of any delays.
12. 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.
13. Records related to student complaints under this policy will be retained by the Student Services department for two (2) years from the date of final resolution, after which they will be securely destroyed unless there is a legal, audit, or operational reason to retain them longer.

ROLES AND RESPONSIBILITIES

14. Students are responsible for:
 - 14.1 Attempting to resolve complaints at the first point of service through honest and constructive conversations.
 - 14.2 Stating their complaint or concern clearly, respecting the timeframes provided in the procedure as much as possible.
 - 14.3 Refraining from submitting frivolous, vexatious, and unsubstantiated complaints.
15. All employees are responsible for:
 - 15.1 Listening to a student's concerns and recognizing that it often takes courage to bring forward a complaint.
 - 15.2 Attempting to resolve complaints, within their level of authority, before they escalate.
 - 15.3 Follow the policy guidelines and complete all required training.
16. The Director of Student Services, or a designate, is responsible for:
 - 16.1 Receiving formal complaints and forwarding them to the appropriate Administrator.
 - 16.2 Assisting Administrators in following the formal Student Complaint Resolution process.
 - 16.3 Leading facilitated resolution processes.
 - 16.4 Maintaining confidential records for all formal student complaints.
17. Administrators, or their designate, are responsible for:
 - 17.1 Cultivating a culture that supports the resolution of student complaints at the first point of service, where possible.
 - 17.2 Acknowledging receipt and addressing formal complaints related to their area's services and employees.
 - 17.3 Participating in facilitated resolution for formal complaints as appropriate.
 - 17.4 Following the formal Student Complaint Resolution process ensuring procedural fairness (impartiality, opportunity to be heard, and clear written reasons for decisions).
 - 17.5 Implementing interim and corrective measures and advising all parties involved in the complaint, as appropriate.
 - 17.6 Attempting to resolve service-related issues according to the existing procedures.

Definitions and Acronyms	
Complaint	An expression of dissatisfaction about an aspect of the College's programs, services, decisions, or the conduct of its representatives, where a response or resolution is expected.
Facilitated Resolution	Facilitated resolution is a voluntary and confidential process where the Director of Student Services or designate facilitates open and respectful communication between parties. It allows parties to better understand and express their respective needs and interests, share their concerns, define the issues in a complaint or dispute more clearly, with the goal of agreeing on a resolution.
Procedural Fairness	<p>The principles of procedural fairness ensure the right to be heard, the right to have an impartial, unbiased decision, and the right to have reasons.</p> <ol style="list-style-type: none"> 1. The right to be heard includes providing sufficient notification that allows involved parties to review and respond to a complaint or accusation. Sufficient notification may include information about the complaint or accusation, respective policy and procedures (or where to find them), the possible outcomes or impact of a decision, a time frame, and any relevant contact information. 2. The right to an impartial, unbiased decision ensures that the procedure is free of conflict of interest. 3. The right to have reasons requires that decision-makers provide both the decision and the written reasons for that decision.
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	A support person is 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 to the student.
Supporting Information	
Related Policies, Forms, Documents, Websites	<p>Academic Conduct Policy E-1.29 Accommodations for Students with Disabilities E-1.09 Grade Appeal Policy E-1.20 Respectful Workplace Policy AD-HR-1.10 Withdrawal Due to Extenuating Circumstances Policy E-1.36 Student Complaint Resolution Policy E-1.27 Student (Non-academic) Conduct Policy E-1.45 Student Refund Policy E-1.15 Student Sexual Misconduct Policy E-1.41 CNC Contact List CNC Organizational Chart BC Office of the Ombudsperson</p>
Acts and Regulations	BC Human Rights Act BC Freedom of Information and Protection of Privacy