Policy
Procedure
College Standard
Standard Operating Procedure
Guideline
Local Practice

Procedure Title	Procedure Number	
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 Policy and Resources		
Student Complaint Resolution Policy Student Complaint Resolution Form		

PURPOSE

The purpose of this procedure is to outline a fair and timely process for resolving student complaints at the College of New Caledonia. It describes the options available to students for raising concerns and explains how complaints will be addressed in a respectful, consistent, and procedurally fair manner.

PROCEDURE

Making a Complaint

1. The College encourages students to resolve their complaint with the service area or employee involved whenever possible. A complaint may be addressed in one of the following ways, depending on the nature of the concern and the student's preference:
   - 1.1 informal resolution through a conversation directly with the employee or faculty member involved in the complaint;
   - 1.2 informal resolution through a conversation with the appropriate Administrator;
   - 1.3 a facilitated resolution process as an alternative dispute resolution method; or
   - 1.4 formal review of the complaint by the area's Dean or Director.
2. If a student is unsure where to submit their complaint or which option is most appropriate, they may contact the CNC Student Union (CNCSU) for guidance and support.
3. Students may bring a support person to any meeting with College representatives during the complaint resolution process.

Informal Complaint Resolution Process

4. The College encourages most complaints to be addressed informally at the first point of service through constructive conversation.

5. Wherever possible, the student should request a meeting with the employee involved in the complaint within ten (10) business days of the incident.

6. The student and employee will work together to resolve the complaint through open and respectful dialogue.

7. If the student is not satisfied with the outcome, or if the student is not comfortable approaching the employee directly, they may request a meeting with the appropriate Administrator overseeing the employee's area.

    7.1 This request should be made within ten (10) business days of the incident, or within five (5) business days of the prior attempt at resolution.

    7.2 The student will provide:

    a) the nature of the complaint,
    b) steps taken to address it,
    c) results of the previous attempt (if applicable), and
    d) the remedy they are seeking.

8. The student and Administrator will work together to resolve the complaint through meaningful and constructive dialogue.

Formal Complaint Resolution Process

9. The formal complaint resolution process applies when:

    9.1 the complaint could not be resolved informally or through a facilitated resolution process, or

    9.2 the complaint raises a more serious or systemic concern.

10. A student may submit a formal complaint within ten (10) business days of the original incident, or within five (5) business days of the prior attempt at resolution, by completing the *Formal Student Complaint Resolution Form*.

    10.1 While written submissions are preferred, students may also provide a verbal complaint at Student Services if barriers prevent a written submission.

11. The formal complaint must include:

    11.1 the nature of the complaint,
    11.2 steps already taken to address it,
    11.3 results of prior resolution attempts (if any),
    11.4 the remedy being sought, and
    11.5 whether the student is open to alternative resolution.

12. Following the submission instructions on the form, students submit the form to studentcomplaints@cnc.bc.ca using their CNC email address. Alternatively, students may provide paper copies to the Student Services department.

12.1 The Director of Student Services will conduct an initial review of the complaint and determine which Administrator should receive the complaint. The complaint will be forwarded to the appropriate Administrator within one (1) business day.

13. Within two (2) business days of receiving the complaint, the Administrator will:

13.1 Review the complaint to determine if interim measures are needed to protect the student during the review, and coordinate as required.

13.2 Confirm receipt of the complaint to the student and advise if any interim measures have been implemented (e.g., allowing coursework to continue pending resolution).

14. The Administrator may then:

14.1 Seek clarification or additional information from those involved.

14.2 Determine if the parties involved in the complaint are willing to seek resolution through a discussion or a facilitated process, where appropriate.

15. If, after review, the Administrator believes the complaint does not require further action or appears to be unfounded, the Administrator will consult with the Director of Student Services.

15.1 If, following this consultation, the Administrator and Director of Student Services agree that the complaint will not proceed to further review, the Administrator will provide the student with a written explanation outlining the decision and reasons. A copy of this communication will be sent to the Director of Student Services for inclusion in the official Student Complaint Resolution file.

Facilitated Resolution Process

16. If both parties agree to use an alternative dispute resolution process, the Director of Student Services or a designate will coordinate a facilitated conversation. Efforts will be made to resolve the complaint within (10) business days of the previous attempt at resolution.

Final Review and Resolution

17. If a facilitated resolution is declined by either party, or if the complaint remains unresolved, the Administrator will conduct a final review of the complaint. This review will be completed within ten (10) business days of the prior attempt at resolution.

18. Within five (5) business days of completion of the review, the Administrator will:

18.1 determine the outcomes of the complaint,

18.2 provide the student with a written response outlining the decision and rationale, and

18.3 send a copy of the written response to the Director of Student Services for inclusion in the official Student Complaint Resolution file.

External Review Process

19. If a student is not satisfied with the outcome of the College's complaint resolution process, they may request an external review by contacting the B.C. Office of the Ombudsperson.

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	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. a) 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. b) The right to an impartial, unbiased decision ensures that the procedure is free of conflict of interest. c) 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	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
Acts and Regulations	BC Human Rights Act BC Freedom of Information and Protection of Privacy