



STUDENT CONCERNS AND ISSUES PROCEDURE

Approved by: Academic Coordinating Committee

Authorizer: VP Student Affairs

Reference Code: A27_V2

Effective Date: 5/21/2010

PROCEDURE STATEMENT:

Informal Procedure: Students should first approach the person or department perceived to be causing the concern and attempt to resolve the issue on their own if possible. The College encourages students to consult with a third party, such as a counsellor in Counselling Services for guidance in resolving the concern. If the concern is not resolved, or if the student is not comfortable approaching the person in question, then the student should discuss the concern with the Chair/designate detailing the actions that have occurred to date. **To the extent possible, all conversations will be kept confidential without fear of reprisal.**

Formal Procedure: A formal concern under this policy can be initiated if the informal process was not successful. At that time, the complainant(s) shall submit a copy of a completed Student Concerns Form to the Office of the Vice-President Student Affairs. The form must indicate what actions have been undertaken/implemented by the student and appropriate administrator during the Informal process.

RESPONSIBILITIES:

The administrator(s) responsible for hearing the concern will keep records of any relevant documentation for a period of one academic year.

The Office of the Vice-President Student Affairs will keep Formal Concern Process records for a period of one academic year.

A student may request procedural information from the Counselling office, the Conestoga Students Incorporated (CSI) office or the individual academic offices. The complainant or where the concern is against a member of staff, the respondent, may choose to have a representative

attend all meetings with her/him. The executive of the student association can provide such a representative for the student if requested. The College shall not be responsible for any costs incurred by any party who retains legal counsel nor for other costs incurred in having representation.

PROCEDURE ELABORATION:

Informal Procedure:

An administrator, upon hearing/receiving an informal concern, will oversee the informal process, and meet with the complainant to resolve the issue within ten (10) business days of receiving the concern or, within a longer period of time mutually agreed to by the administrator and the student. All concerns are investigated regardless of the means they were communicated. It is the administrator's responsibility to discuss the concern with the complainant & attempt resolve. The Student Concerns Form can be used as a tool to aid the process.

In every case where an administrator receives an informal concern about a member of staff with whom there is a direct reporting relationship, the administrator shall determine/confirm whether the complainant has approached the staff member and if not, the rationale for not discussing directly.

If in the judgment of the administrative supervisor (Chair, Dean, Manager or Director), a student concern can only be dealt with by giving the name of the complainant to the member of staff against whom the concern has been made, then the administrative supervisor will so inform the student. In such cases, where the complaint does not give permission, the administrator will make a *best effort* approach to resolve the issue while keeping the student's identity confidential. When permission is provided by the complainant it must be in writing for her/his name to be given to the member of staff. Once granted, the administrative supervisor will advise the complainant that the concern will be shared/given to the member of staff against whom the concern has been made.

The administrative supervisor will provide the member of staff with an opportunity to reply to the concern expeditiously.

Where it appears to the administrator that the concern is one that could or should be more appropriately dealt with under another policy, the administrator shall direct the complainant in writing to the proper policy and procedures (e.g. academic appeal policy/procedure). Where the concern should be addressed by another administrator, it will be forwarded to her/him and the student so advised in writing.

The administrative supervisor shall provide a written statement to the complainant when the concern has been dealt with, advising, to the extent possible, the decision and/or action resulting from the concern which has been or shall be taken by the College. A copy of this written statement should be kept on file.

If a complainant is not satisfied with the decision of the administrator or has not received a written response within 10 business days of registering the concern with the supervisor (or in extenuating circumstances, within a longer period of time mutually agreed to by the student and the administrator) the student may proceed to the formal concern process. The student must submit a completed Student Concerns form to the Office of the Vice-President, Student Affairs.

Formal Procedure:

The Vice-President Student Affairs office will contact the student within five business days of receipt, to arrange a meeting to discuss the proceedings.

The Vice-President, Student Affairs shall review the matter with the persons concerned and make such inquiries as are necessary to deal with and resolve the issues raised in the formal concern. The Vice-President shall deal with and advise on the matter with the appropriate administrative supervisor, the student and/or other departments as appropriate.

The Vice-President may appoint a committee of review, to investigate the concern and issue a written report of findings to the applicable administrative supervisor.

The Vice-President shall inform, within a reasonable time, the complainant and other persons concerned of the decision in writing, including the person to whom the concern was originally made.

Any decision of the Vice-President is final

REFERENCES:

Student Concerns and Issues Policy

REVISION LOG:

May 6 2010 Policies and Procedures Committee- Approved

May 12 2010 Academic Forum- Approved

May 21 2010 Academic Coordinating Committee- Approved

April 18, 2016 Policies and Procedures Committee- Revisions Approved

May 4, 2016 Academic Coordinating Committee- Revisions Approved