



STUDENT CONCERNS AND ISSUES POLICY

Approved by: Academic Coordinating Committee

Authorizer: VP Student Affairs

Reference Code: A26_V2

Effective Date: 5/21/2010

POLICY STATEMENT:

The College recognizes that disputes between members of the college community are bound to occur from time to time. A student, who wishes to pursue a concern that does not fall under the Academic Dispute Resolution policy and procedure outlined in the Student Guide, is asked to adhere to the following process.

SCOPE:

A concern may be voiced by students at Conestoga College. In order to ensure timely resolution, a concern must be made within fifteen (15) business days of the incident(s) giving rise to the concern except in extenuating circumstances which, in the opinion of the College, would justify an extension.

This policy recognizes that a group of students may delegate one or more of its members to voice a concern on its behalf. However, no one shall initiate a concern on behalf of another person or persons without the permission of the person(s). The decision whether to hear from other members of the group or to deal only with the delegate rests with the administrator(s) to whom the concern is addressed. For a formal concern, permission to initiate a concern on behalf of another person or persons must be in writing.

POLICY ELABORATION:

The purpose of this policy is to establish internal procedures so that concerns of students can be addressed appropriately without fear of reprisal and so that concerns by students regarding College policies, procedures or members of staff can be resolved.

A concern in the context of this policy is understood to mean the expression, either oral or written, of some discontent or dissatisfaction with the College, its operation or its students and employees. All employees of the College who deal with a concern shall respect the student's right to confidentiality. The process is student driven which means the student must initiate the outreach to the appropriate person(s) (staff, Chair, Manager, etc.,) for investigation and resolve. Please refer to the Student Concerns Procedure for detailed steps. The Student Concerns form should be used as a tool to aid this process.

Students wishing to deal with matters not included in this policy should refer to the following:

- For student appeals of a grade or other academic decision, see Academic Dispute Resolution and Appeal Procedure
- For student concerns of a violation of human rights (e.g., sexual harassment), contact Human Resources;
- For appeals of a Student Code of Conduct sanction, see Violation of Student Code of Conduct Appeal Procedure

REFERENCES:

Student Concerns Procedure

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