

Procedures for Student Concerns or Complaints

Parent Policy:

Procedure Reference	SCEPL_2211R_AD/VCR		
Procedure Sponsor:	Vice President, Enrolment and College Relations		
Procedure Contact:	Executive Assistant to the Vice President, Enrolment and College Relations		
Stakeholders:	Students and Employees		
Approved by:	Executive Team		
Effective Date:	November 2, 2022		
Last reviewed:	June 2023	Scheduled review date:	March 2027

1. Purpose

The purpose of these Procedures is to establish the parameters to effectively respond to Student Concerns and Complaints not addressed by other policies and procedures.

2. Scope and Application

These Procedures apply to Employees of the College while engaging in College- such as

Any reference to a position in these Procedures includes any person that may be named as a designate to that position.

3. Procedures

Filing a Written Complaint

3.1

3.2 A written Complaint is initiated by submitting a Complaint form to the Office of the Vice Tw 2-7.n opb.2.n26

2. A brief summary of other relevant information that may have been collected by the Supervisor;
 3. The outcome of the review of the Complaint and rationale for the decision;
 4. Any action that the Supervisor is taking in response to the decision;
 5. An explanation of the process to Appeal all or part of the decision to the Office of the Vice President in whose portfolio the Respondent reports.
- ii. The communication to the Complainant will include:
1. The same information provided to the Respondent as stipulated in sections 3.2(g)(i), items 1 through 3 above.
 2. Information about action taken with the Respondent only if these actions have a direct impact on future interactions between the Complainant and Respondent.

References

History / Revisions

Date	Action
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2023-08-23	Reviewed.
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2022-11-02	
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