

## Procedures for Student Concerns or Complaints

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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

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### 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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