

Policy Number:	1510
Policy Title:	Student Complaint Resolution Policy
Approved by:	President
Approval date:	April 5, 2017
Effective date:	April 15, 2017
Review date:	October 1, 2020
Next review date:	October 2023

Policy Statement

University Canada West (UCW) strives to provide quality education and service experiences for students. Should a situation arise that prompts concerns for students, such concerns should be addressed appropriately, respectfully, and in a timely manner.

University Canada West (UCW) adheres to principles of administrative law and natural justice. All parties involved in reviewing and responding to complaints will listen and respond objectively and will act fairly.

UCW does not accept nor will it address anonymous complaints or complaints from third parties which do not contain a written statement from a student giving express authority to make the complaint on the student's behalf.

Where a person receives a complaint from a student, they are responsible for making reasonable and appropriate efforts to resolve that complaint in an expeditious manner and in accordance with the procedures set out in this policy. If a person who receives a complaint is unable to resolve it because it is outside the scope of this policy, they must refer it to the appropriate UCW institutional body for resolution. They must advise the student that it has been referred and to which authority.

For the guidance of students, the following list of UCW Departments identifies functional areas to which complaints may relate and to which they should be directed:

- *Information Technology Services* – complaints about email accounts, computers and technology generally.
- *Library Services* – for complaints about Learning Commons, access to library, services and library holdings.
- *Registrar's Office* – for complaints about registration and admission.
- *Operations Department* – for complaints about hazards, theft, vandalism, threats, violence, emergency issues.
- *Academic Department* – for complaints about faculty, courses, schedules, examinations, Turnitin, MyUCW, Arts, Communications and Social Sciences, MBA, MBAF, University Access Program.

- *Student Affairs* – for complaints about student non-academic conduct, student health services and student services generally.
- *Finance Department* – for complaints about financial aid, tuition, refunds.

Students may call upon Student Affairs or members of a student’s program for assistance in making and resolving complaints.

A student will not be liable to disciplinary action, retaliation in any form, or any other adverse action as a result of filing a legitimate complaint.

A complaint may be withdrawn at any time by the student or their representative advising the person to whom the complaint was made. In the case of a formal complaint a notice withdrawing the complaint should be directed to the Chair or Vice President (Academic) or Vice President (Administration).

Purpose

This policy provides the principles and procedures for the making, investigation and resolution of complaints by students about instruction, services, or University policy.

The procedures described in this policy are to be used by students or their expressly authorized representatives who wish to bring a complaint. Authority to bring a complaint on behalf of a student would normally be expressed in an authorizing letter signed by the student that names the designated representative.

Scope

The policy applies to all members of the UCW community, in particular UCW students who are currently enrolled or were enrolled 30 days prior to initiating the Complaints Resolution process.

Issues related to situations addressed by other policies, such as academic and non-academic disciplinary decisions or sanctions imposed for violations of the Student Rights and Responsibilities policy, are addressed through other appeal or review processes (e.g. academic appeals, appeals for non-academic discipline, admissions appeals, etc.). This policy does not cover these issues.

The procedures described in this policy are to be used by students or their expressly authorized representatives who wish to bring a complaint.

Definitions

These definitions apply to terms as they are used in this policy:

Word/Expression	Definition
Complaint	An expression of concern or dissatisfaction with an instructional situation, provision of a service, or the content of a policy.

Related policies

Policy Number	Policy Title
5006	Academic Misconduct and Appeals
9011	Appeals for Non-Academic Discipline
9014	Student Rights and Responsibilities

Associated procedure

Procedure Number	Procedure Title
1510p	Student Complaint Resolution Procedure

Responsibility

Students are responsible for addressing concerns in a timely and respectful manner in accordance with the Student Complaints Procedure.

Instructors, service area supervisors/coordinators, department chairs (program heads), service area managers, the Vice President (Academic), and the Vice President (Administration) are responsible for addressing concerns raised by students in a timely, respectful manner and in accordance with the Student Complaints Procedure.

All parties involved in hearing and responding to student complaints are responsible for retaining all records and correspondence related to complaint investigations and decisions in accordance with relevant university policies.

The **Registrar's Office** is the depository for all records of Formal Complaints that are brought forward under the Complaints Resolution Policy.