



<b>Category:</b> Education	<b>Responsible Owner:</b> Academic Board	<b>Effective Date:</b> October 2021
<b>Policy/Form Number:</b> 2.10	<b>Approval Body:</b> Board of Directors	<b>Policy/Form Name:</b> Instructor Complaint Policy

**A. POLICY:**

Adherence to the principles of natural justice and procedural fairness is required throughout the application of this policy.

The College will respond to all expressions of concern regarding instruction according to the procedures in this document.

Initial responsibility for management or resolution of a concern will reside with the department that houses the course or program in which the concern arose.

Wherever possible, the concern will be managed or resolved using an informal process.

Where a concern cannot be managed or resolved within the academic unit that houses the course or program, the College may undertake a formal investigation into the concern.

**Confidentiality:**

All parties involved with a concern, including the Instructor, the Dean, Assistant Dean, AVP, Principal, or and any others involved in the response, will respect the privacy of those involved.

When a concern is brought forward, information will not be disclosed by any person involved except as is necessary to respect due process. The name of the student who brought forward the concern will not be disclosed without their consent. If the investigative process requires confidentiality to be lifted, the student who raised a concern may opt to preserve confidentiality, in which case the investigation may be discontinued.

**Conflict of Interest**

Any College employee who finds themselves in a real or perceived conflict of interest will remove themselves from the process.

### **Frivolous or vexatious concerns**

The Principal will review the concern with the Dean. A concern deemed frivolous or vexatious will not be pursued.

### **Retaliation**

Retaliation in any form, including threats or reprisal, against a student for filing a complaint or against anyone involved in this formal investigation may be considered harassment and subject to disciplinary action.

### **PURPOSE/COMMITMENT:**

The purpose of this policy is to support learning and teaching. It provides a framework for students to bring forward concerns about instruction and course delivery. This policy shall not be interpreted or use to infringe on academic freedom.

### **SCOPE:**

All students, All Instructors

### **WHEN TO USE THE POLICY:**

This policy and procedure is to be used to address student concerns about instruction and delivery.

### **DEFINITIONS:**

n/a

### **Responsible Owner:**

Academic Board

**Category:** The category or grouping that the policy falls into i.e.

2.0 Education

### **B. PROCEDURES:**

All instructors and staff have the right to a copy of any recorded complaint, contingent on the instructor or staff member acknowledging receipt of copy in writing.

1. Counsellor receives a verbal complaint from student or Instructor receives a verbal complaint from student and refers student to the counselling department.
2. Counsellor assesses the complaint and seeks input from Director of Student Services. Please note the following:
  - a. If the complaint is actually a grade appeal, the grade appeal process is reviewed with the student.

- b. If the complaint is a human rights complaint, the student is referred to the Director of Student Services.
- c. If the Counsellor determines that the complaint is not based on reasonable grounds, the student is counselled on how to deal with the situation. The feedback from the student is kept by the Director of Student Services and this matter is closed. The Director of Student Services can advise the Dean of the complaint withholding the student's name. Dean discusses the complaint with the Instructor.
- d. If the Counsellor determines that the complaint appears to have reasonable grounds, the Counsellor encourages and explains to the student the option to resolve the complaint informally with the Instructor.
- e. If the informal resolution is successful, the matter is closed.
- f. If the informal resolution is not successful, the student returns to the Counsellor to discuss other options, including submission of a written complaint (detailed below in #3).
- g. If a student chooses not to write a complaint, the matter is closed.

### 3. Written Complaint:

- a. The counsellor will provide guidelines to the student including the need to provide specific details to substantiate the complaint
- b. The counsellor forwards the complaint written by the student, and any other information based upon their discussion with the student, to the Principal, with a copy to the Director of Student Services. The student's name is not revealed unless the student provides permission to do so.
- c. The Principal speaks with counsellor to gain clarification if necessary and may request the student's identity for clarification of the complaint.
- d. The Principal may request to speak with the student in the presence of a counsellor and records the conversation for the file. The student may decline without prejudice.
- e. The Principal forwards the complaint written by the student (student's name not revealed unless the student has provided permission in #3b) to the Dean of the Division.
- f. The Dean communicates the written complaint to the Instructor, in a meeting if possible; student name still withheld unless the student provides permission in #3b.
- g. The Dean provides a written report of their meeting to the Instructor.
- h. The Instructor has the option to provide the Dean with a written, personal response to the complaint.
- i. The Dean forwards the Dean's report and the Instructor's response, if provided, to the Principal.
- j. The Principal assesses the input from the Counsellors, the Instructor, the Dean, and possibly the student and determines an appropriate course of action, if any, to be taken.
- k. The Principal has the option of dismissing the complaint in which case steps #3l and #3m would not be taken.
- l. The Principal files a report containing the original student's complaint (name withheld unless the student provides permission in #3b), the Counsellor's response, the Instructor's response, the Dean's report, and what course of action was taken. The Principal's report is kept in the Instructor's file, copy to the Instructor and Dean.
- m. The Dean or Principal may follow up with the Instructor with respect to actions that have been taken.
- n. The Director of Student Services will inform the student that the Instructor has been made aware of the complaint and the complaint has been addressed.

4. Academic Support:

In the case of repetitive complaints, the following may occur an academic support plan will be developed by the Dean and Assistant Dean which could include:

- a. Specific actions to be taken by the Instructor
- b. Follow up meetings to support the Instructor
- c. A course or courses appropriate to address the complaint

5. Timeline:

Students must bring their complaints to a counsellor by the end of the first week of classes in the following semester.

Complaints filed within a semester are resolved as quickly as possible, following the Complaint Procedure, typically after week 15 of the semester.

In extenuating circumstances this time limit may be altered by the Director of Student Services or Designate.

**LINKS TO SUPPORTING FORMS, DOCUMENTS, WEBSITE:**

n/a

**REFERENCE TO EMPLOYMENT AGREEMENT CLAUSES:**

n/a

**REFERENCE TO BYLAWS:**

n/a

**RELATED ACTS AND REGULATIONS:**

n/a

**RELATED POLICIES:**

n/a

**C. APPROVALS:**

**IF APPLICABLE:**

<b>Chair, Academic Board</b>	<b>Date:</b>
<b>Chair, Marketing and Recruitment Committee:</b>	<b>Date:</b>
<b>Chair, Finance Committee:</b>	<b>Date:</b>

**APPROVAL FOR ALL POLICIES:**

<b>Responsible Owner:</b>	<b>Date:</b>
<b>Principal or Designate:</b>	<b>Date:</b>
<b>Chair, Board of Directors:</b>	<b>Date:</b>

<b>Proposed Review Date:</b> October 2026	<b>Dates(s) revised:</b>	<b>Replaces Policy/Form Number:</b>
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