

Policy Information	
Policy No:	E-1.27
Approved by:	Executive Committee
Approval Date:	March 16, 2022
Executive Responsible:	VP Student Affairs
Administrator Responsible:	Director of Student Services
Date of Next Review:	March 2027

STUDENT COMPLAINT RESOLUTION POLICY

Policy Statement

The College of New Caledonia (CNC) is committed to an open, responsive, and collaborative approach to address student complaints. This policy and procedure sets out the scope and processes for receiving, reviewing, and responding to student complaints in instances where a more appropriate policy does not exist.

Purpose / Rationale

The purpose of this policy is to ensure the College provides a fair, transparent and timely response to student complaints and concerns.

Scope / Limits

This policy is to be used for student complaints that do not fall under another College policy or procedure.

Concerns or complaints addressed in other policies and procedures include, but are not limited to:

- o Academic accommodations;
- o Academic misconduct;
- o Grade appeals;
- o Personal and medical withdrawal appeals;
- o Privacy concerns or breaches that fall under the BC Freedom of Information and Protection of Privacy Act;
- o Matters between a student and College employee covered under the Respectful Workplace Policy including discrimination, etc.;
- o Student refunds;
- o Sexual misconduct;
- o Student non-academic misconduct; and
- o Work placements, practicums, co-op experiences.

Principles / Guidelines

CNC is committed to high standards in our academic program delivery and services. The College values feedback from students and strives to continuously evaluate and improve our services. Our student complaint resolution process is guided by the following principles :

3. Person-focused

- 3.1 The College respects and recognizes that each student has different needs and experiences, and that each student has their own unique history that they bring to each interaction within CNC.
- 3.2 The College is committed to listening to student's concerns, treating all parties with respect and dignity, and maintaining confidentiality throughout the complaints process.

4. Responsive

- 4.1 Students are encouraged to submit complaints within 10 days of the

Legislative and Collective Agreement References

BC Human Rights Act

BC Freedom of Information and Protection of Privacy

Links to Other Related Policies, Documents and Websites

Accommodation s for Students with Disabilities

Academic Conduct Policy

Grade Appeal Policy

Personal and Medical Withdrawal Appeals Policy

Respectful Workplace Policy

Student Refund Policy

Student Sexual Misconduct Policy

Student Non-academic Conduct Policy

Policy Amendment Log

Amendment Number:	Date:
0	November 23, 1990
1	March 2011
2	March 16, 2022