

STUDENT COMPLAINT POLICY

Policy Section:	Student and Academic Support Services	Effective Date:	June 15, 2022
Policy Owner:	Vice President, Academic	Last Revised:	March 2, 2021
Policy Administrator:	Registrar and Director, Student Services	Review Scheduled:	March 2, 2025
Approver:	Executive Committee		
The official controlled version of this document is held with the Policy & Procedures Coordinator			

A. POLICY STATEMENT

Keyano College is committed to maintaining the highest standards of ethical conduct in all of its activities and to acting immediately on any reported offense, as put forward by the *Alberta Human Rights Act* (AHRA). The *Alberta Human Rights Act* (AHRA) allows people to make a human rights complaints if they have a reasonable basis to believe that they have experienced suspected wrongful conduct, harassment or have been discriminated against in the specific areas and under the specific grounds protected under the Act. The *Alberta Human Rights Act* (AHRA) ensures that all residents of Alberta are offered an equal opportunity to earn a living, find a place to live, and enjoy services customarily available to the public without discrimination.

The purpose of this policy is to provide a safe process, without fear of retaliation, for any student who has concerns regarding their academic or non-academic experience at Keyano College.

1. GUIDING PRINCIPLES

- 1.1 Keyano College will encourage an atmosphere that allows students to meet their obligations to share their concerns.
- 1.2 Keyano College will inform students on how complaints may be disclosed.
- 1.3 Keyano College will provide an atmosphere where students can address their concerns without fear of retaliation

2. SCOPE

- 2.1 This policy applies to all enrolled students at Keyano College.

- 2.2 When a student has a complaint regarding the conduct or performance of an employee of the College, that complaint may be submitted for consideration pursuant to this policy.
- 2.3 This policy does not apply to complaints addressing violations of policies which themselves contain or provide a complaint or appeal procedure including, but not limited to, grade appeals and complaints of discrimination or harassment.
- 2.4 This policy does not apply to issues related to course content. Issues relating to course content should be taken directly to the Registrar or appropriate Dean.

3. CONFIDENTIALITY

Confidentiality is a key principle in creating an environment where individuals feel safe to make a complaint and seek support. The College falls under the *Alberta Freedom of Information and Protection of Privacy Act* (FOIP) which concerns both the protection and disclosure of records. All disclosures made will be kept confidential to the fullest extent possible and in accordance with law, where disclosure may be required, in order to best support and advise the student(s).

B. DEFINITIONS

- | | |
|-------------------------|---|
| (1) Complaint: | means a statement that a situation is unsatisfactory or unacceptable. This is disclosed by a student. |
| (2) College: | means Keyano College |
| (3) Retaliation: | <p>means to take, or to direct another person to implement any of the following measures against anyone who has, in good faith, sought advice about making a disclosure, co-operated in an investigation under this Policy, declined to participate in a wrongdoing or done anything in accordance with this Policy. This can be any measure such as:</p> <ul style="list-style-type: none">• dismissal,• disciplinary action or reprimand,• demotion,• discontinuation or elimination of a job,• change of location,• reduction in wages,• Unfair scoring of marks• suspension,• imposition of any penalty,• harassment,• discrimination or, |

- any other occurrence that adversely affects the student's learning conditions

C. RELATED POLICIES

- Student Code of Conduct
- Student Rights Policy
- Sexual Violence Policy
- Non-Academic Misconduct Policy
- Academic Integrity Policy
- Progressive Discipline Policy
- Safe Disclosure Policy

D. RELATED LEGISLATION

- *Alberta Human Rights Act (AHRA)*
- *Alberta Freedom of Information and Protection of Privacy Act (FOIP)*

E. RELATED DOCUMENTS

- Not applicable

F. REVISION HISTORY

Date (mm/dd/yyyy)	Description of Change	Sections	Person who Entered Revision (Position Title)	Person who Authorized Revision (Position Title)
03/02/2021	New Policy	Entire	Team Lead, Student Life & International Education	Vice President, Academic