

STUDENT COMPLAINT PROCEDURE

Procedure Section:	Student and Academic Support Services	Effective Date:	April 14, 2026
Policy Owner:	Vice President, Academic & Student Experience	Last Revised:	February 4, 2026
Policy Administrator:	Registrar	Review Scheduled:	Every 4 years
Approver:	Dean's Council Academic Council		
<i>The official controlled version of this document is held with the Legislative Compliance / Policy & Procedure Coordinator.</i>			

A. PROCEDURES

Keyano College supports the need for students to have their complaints addressed with urgency through a process that is transparent and unbiased and is in accordance with procedural fairness.

When a student has a complaint about their academic and non-academic experience at the College, the following procedures shall apply. A complaint may be addressed through either an informal or formal process. Students may choose the pathway that best aligns with the nature and seriousness of their concern.

1. Levels of Resolution of Complaints

1.1 Level 1 – Informal Resolution of Complaints

- a. Students seeking informal resolution must submit their concern through the Campus Experience Report Form, located under Student Services (Student Affairs and Conduct Reporting) on the College's website, by selecting "Informal Report/Complaint" in the Purpose of Submission section.
- b. Upon submission, the report is received by the Student Affairs Team, which securely logs the submission and automatically assigns it to the appropriate department for review.
- c. The assigned department will review the concern, seek clarification from the student if required, and work collaboratively with the student to explore informal resolution options. Any informal resolution will be documented for appropriate action and distribution.
- d. If the concern cannot be resolved informally, the student may submit a Formal Report/Complaint through the Campus Experience Report Form. Employees will provide students who are seeking to pursue a formal resolution of complaints with the name and contact information for the relevant area such as the Registrar or any appropriate Dean or Director.

- e. A student may also explore Level 2 – Formal Resolution of Complaints if they do not feel comfortable discussing the matter with the individuals mentioned in Level 1 informal resolution process.

1.2 Level 2 – Formal Resolution of Complaints

- a. Students seeking formal resolution must submit their complaint through the Campus Experience Report Form, located under Student Services (Student Affairs and Conduct Reporting) on the College website, by selecting “Formal Report/Complaint” in the Purpose of Submission section.
- b. Upon submission, the report is received by the Student Affairs Team, which electronically logs the submission and automatically assigns it to the appropriate department (Registrar, Dean, Director, or other designated unit) based on the nature of the complaint.
- c. The assigned department will initiate a review and investigation within five (5) business days of receiving the assigned complaint. The investigation may involve People and Culture (P&C), a Keyano College Faculty Staff Association (KCFA) representative (for faculty respondents), or a Canadian Union of Public Employees Local 2157 (CUPE) representative, as appropriate.
- d. If a formal complaint is received outside regular teaching terms, timelines may be adjusted to ensure full participation of all involved parties.
- e. The individual who is the subject of the complaint will be notified by the assigned department (Registrar, Academic Misconduct Officer, Non-Academic Misconduct Officer, Director, or another designated unit). A written summary of the notification and any initial discussion will be documented and retained in the complaint file. The respondent will have five (5) business days to provide a response.
- f. As needed and in accordance with the applicable policy, the assigned department may escalate the complaint to the VP Academic and Student Experience, where the role is identified as the next level of review for a decision or bring the student and the individual who is the subject of the complaint together to discuss the concern, clarify aspects of the complaint, and/or develop a resolution strategy.
- g. The investigation and communication of outcomes will be finalized within fifteen (15) business days of receiving the formal complaint. All involved parties will be notified of the outcome in writing.
- h. If the complaint is deemed to have merit, the assigned department will work with the relative area or department to determine appropriate resolution measures. The student and the individual who is the subject of the complaint will receive the findings and outcome in writing.
- i. If the complaint is deemed to lack merit, the assigned department will inform the student and the individual who is the subject of the complaint in writing and provide a rationale for why no further action will be taken.

- j. If the complaint is deemed to be false, frivolous, vexatious, or made in bad faith, the assigned department shall consider the student's behavior as a breach of the standards of student conduct (see *Non-Academic Misconduct Policy*).
- k. If the investigation and communication of outcomes cannot be completed by the deadlines noted above, the assigned department will provide written notice of the anticipated timeline to the required individuals.

2. ROLES & RESPONSIBILITIES

- a. The Vice-President of Academic and Student Experience is responsible for ensuring that this policy and procedure is adhered to and fully implemented. If the said Vice President has been directly involved in the investigation or complaint process, an alternate College executive member will review any appeal to ensure impartiality.
- b. Student Affairs Team is responsible for receiving all submissions made through the Student Affairs and Conduct Reporting (Campus Experience Report Form). Student Affairs ensures that each report is securely recorded, electronically logged, and automatically assigned to the appropriate department for review. Student Affairs Team maintains initial documentation and supports communication throughout the complaint process as required.
- c. The assigned departments are responsible for responding to student complaints in a professional and timely manner, in compliance with the procedure outlined in this policy.
- d. The students are responsible for submitting accurate information through the Campus Experience Report Form and responding to communication related to their complaint within the stated timelines.

3. NON-COMPLIANCE IMPLICATION

Non-compliance reduces the likelihood of resolving a student(s) concern and does not align with the College's mission and values. This may impact student satisfaction and retention. The College's reputation may be negatively impacted when complaints are not resolved fairly and promptly.

4. RECORDKEEPING

- 4.1 All records related to student complaints, reports, disclosures, and appeals submitted through the Student Affairs and Conduct Reporting (Campus Experience Report Form) are subject to the Access to Information and Protection of Privacy Acts.
- 4.2 Upon submission, all reports are securely stored within the College's online reporting system, administered by the Student Affairs Team. Student Affairs Team ensures that each report is electronically logged and assigned to the appropriate department.
- 4.3 The Registrar or assigned department will maintain the official complaint file, including the electronic submission, investigation notes, communication summaries, and written outcomes. Files will be compiled and available within one (1) business day when required for appeal review.
- 4.4 All documentation will be retained based on the College's Records Classification and Retention Schedules.

5. SANCTIONS/REMEDIAL ACTION

5.1 As part of the formal complaint resolution process in cases deemed unacceptable, the appropriate sanction(s) and/or remedial action(s) in keeping with the College's Progressive Discipline Policy will be imposed.

6. APPEAL PROCESS

6.1 The student or employee may appeal a decision or request a review of any imposed sanction(s) on the following grounds:

- Bias and/or unfair treatment, any procedural error, improper investigation, discrimination etc.;
- The sanction is not a logical consequence of the infraction;
- New information, a new witness, or something not known when the original decision was made has come to light.

6.2 Disagreement with a decision is not basis for appeal.

6.3 All appeals must be submitted through the Student Affairs and Conduct Reporting (Campus Experience Report Form) within five (5) business days of receiving the final decision. The form will automatically route the appeal to the Registrar or the appropriate department.

B. DEFINITIONS

(1)	Assigned Department:	means the unit identified by the Student Affairs team to review and address the complaint (e.g., Registrar, Academic Misconduct Officer, Non-Academic Misconduct Officer, Director, or another designated unit) depending on the nature of the report.
(2)	Campus Experience Report Form:	The College's online reporting tool through which students submit disclosures, informal complaints, formal complaints, and appeals. The form is accessed through the College's website under Student Services.
(3)	College:	means Keyano College.
(4)	College Community:	means individuals directly connected to any College activities or initiatives, including all employees, students, contractors and volunteers.
(5)	Complaint:	means a concern raised by a student regarding an academic or non-academic experience they believe to be unsatisfactory, inappropriate, or unacceptable. A complaint may proceed through either an informal or formal resolution process.
(6)	Formal Complaint:	means a complaint submitted through the Campus Experience Report Form requesting a formal

		investigation, structured review, findings, and written outcomes.
(7)	Informal Complaint:	means a concern submitted through the Campus Experience Report Form when a student seeks clarification, discussion, or a collaborative resolution without initiating a formal investigation.
(8)	Resolution:	means any adverse action taken against an individual because they reported a concern, participated in a complaint process, or supported another individual in doing so
(9)	Retaliation:	means to hurt or do something harmful to someone because they have done or said, or are perceived to have done or said, something harmful to you.
(10)	Student:	Any individual enrolled in a credit or non-credit program or course at Keyano College.
(11)	Student Affairs Team:	means the department responsible for receiving all submissions through the Campus Experience Report Form, securely logging reports, and assigning them to the appropriate department for review.
(12)	Student Affairs and Conduct Reporting:	means the section of the College's website under Student Services where the Campus Experience Report Form is located and where students can access reporting resources and information related to complaint processes.

C. RELATED LEGISLATION

- Access to Information Act & Regulation*
- *Alberta Human Rights Act (AHRA)*
 - *Canadian Charter of Rights and Freedoms*
 - *Canadian Humans Rights Act*
 - *Protection of Privacy Act & Regulation*

D. RELATED DOCUMENTS

- Academic Integrity Policy and Procedure
- Anti Racism Policy
- Gender-Based and Sexual Violence Policy and Procedure
- Non-Academic Misconduct Policy and Procedure
- Campus Experience Report Form (For Student & Guests)

E. 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 procedure	Entire	Team Lead, Student Life & International Education	Vice President, Academic
02/04/2026	Updated format, updated language. Previous version of Student Complaint Procedure from 2021 will be rescinded. New effective date will be set.	All	Registrar	VP Academic & Student Experience