

STUDENT COMPLAINT PROCEDURE

Procedure 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. OVERVIEW

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.

B. PROCEDURES

When a student has a complaint about their academic and non-academic experience at Keyano College, the following procedures shall apply.

1. Levels of Resolution of Complaints**1.1 Level 1 – Informal Resolution of Complaints**

- a. In disclosing a complaint, students will state their concern clearly in writing to an appropriate Keyano College employee (faculty or staff). Students should retain a copy of their written complaints for future reference.
- b. The Keyano College employee who receives the complaint will review it and seek clarification as needed or refer the matter to the Registrar or any appropriate Dean or Director for consideration.
- c. The student and the employee will explore ways to resolve the complaint(s) informally and document the resolution for action/distribution as appropriate.
- d. If the student and the employee are unable to resolve a concern, the student may choose to proceed to Level 2 – Formal Resolution of Complaints. Employees will provide students who are seeking to pursue a formal resolution of complaints with the name and contact information for the relevant 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 Keyano College employee involved in the complaint.

1.2 Level 2 – Formal Resolution of Complaints

- a. Complaints not resolved to the satisfaction of the student in the informal resolution process may be escalated to the Registrar or any appropriate Dean or Director as identified at the conclusion of the Level 1 process.
- b. The student will complete the Student Complaint Form (see Appendix A) and submit it to the Registrar or any appropriate Dean or Director.
- c. The Registrar or any appropriate Dean or Director will review the student's complaint and seek clarification from the student, as needed.
- d. Within two (2) business days of receiving a complaint from a student, the Registrar or any appropriate Dean or Director will initiate an investigation in collaboration with the Human Resources (HR) Department, which may include dialogue with appropriate persons or witnesses. The investigation will follow any method deemed appropriate.
- e. Relevant person(s) will have an opportunity to respond to the specific concerns raised in the complaint within five (5) business days of being notified by the Registrar or any appropriate Dean or Director.
- f. As needed, the Registrar or any appropriate Dean or Director may escalate the complaint to the VP Academic for a decision or bring the respondent(s) and student together to discuss the concern, clarify aspects of the complaint, and/or develop a resolution strategy.
- g. If the complaint is deemed to have merit, the Registrar or any appropriate Dean or Director will work with HR to identify a resolution and advise the student and relevant employee(s) in writing of the outcome.
- h. If the complaint is deemed to lack merit, the Registrar or any appropriate Dean or Director will inform the student and relevant respondent(s) in writing and provide a rationale for why no further action will be taken.
- i. If the complaint is deemed to be false, frivolous, vexatious, or made in bad faith, the Registrar or any appropriate Dean or Director may consider the student's behaviour as a breach of the standards of student conduct (*see Non-Academic Misconduct Policy*).

2. ROLES & RESPONSIBILITIES

- a. The Vice-President Academic is responsible for ensuring that this policy and procedure is adhered to and fully implemented.
- b. Keyano College employees, HR, Registrar or any appropriate Deans or Directors are responsible for responding to student complaints in a professional and timely manner, in compliance with the procedure outlined in this policy.
- c. Keyano College students are responsible for initiating each stage of the student complaint procedure in accordance with stated timelines.

3. NON-COMPLIANCE IMPLICATION

Non-compliance reduces the likelihood of resolving a student(s) concern and does not align with Keyano 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

All records are confidential to the College, and such records will be considered privileged and confidential, subject only to a lawful subpoena or other recognized government authorities.

5. SANCTIONS/REMEDIAL ACTION

- a. 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

- a. The student or employee may appeal a decision or request a review of any imposed sanction(s) on the following grounds:
 - i. Bias and/or unfair treatment, any procedural error, improper investigation, discrimination etc.;
 - ii. The sanction is not a logical consequence of the infraction;
 - iii. New information, a new witness, or something not known when the original decision was made has come to light.
- b. Disagreement with a decision is not basis for appeal.
- c. All appeals must be submitted in writing to the Registrar or any appropriate Dean or Director five (5) business days of receiving the report on the final decision.

- d. Nothing in this procedure shall be construed to remove any rights of appeal or rights to grieve which members of the College community have independently of this procedure. Neither does the procedure remove any rights to take action against the College or members of the College community in other processes within or outside of the College.

C. DEFINITIONS

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| (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 | 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: <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. |

D. RELATED LEGISLATION

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

E. RELATED DOCUMENTS

- Student Complaint Policy
- Progressive Discipline Policy
- Safe Disclosure Policy

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 procedure	Entire	Team Lead, Student Life & International Education	Vice President, Academic

APPENDIX A – STUDENT COMPLAINT FORM

Please refer to the Student Complaint Policy and Procedure documents before filling out this form. This form is to be used to submit a formal complaint that students have been unable to informally and satisfactorily resolve with the faculty, staff, students or others involved.

Please complete all fields so your complaint may be directed to the appropriate College official(s).

Section 1: Personal Information

Your full legal name (as enrolled)

First_____

Middle_____

Last_____

Preferred Name_____

Program of Study_____

Address (street name, city, province, ZIP/postal code)_____

Email_____

Phone_____

Keyano College Student ID #_____

Section 2: Information about Your Complaint

First date on which the events or issues occurred_____

Name of person(s) involved_____

Procedure

Please describe your complaint in detail. Include the names of persons, events, locations, and dates involved. If this complaint is against a specific person(s), please list their names and titles.

What attempts have you made to resolve this complaint up to now? Please state who you contacted and what transpired. State why you think the complaint was not informally resolved in your prior attempts.

What resolution would you consider fair? What resolution are you seeking?

Any other information you want to provide?

I hereby certify that the above information is true and correct to the best of my knowledge and belief.
I grant permission for this complaint to be forwarded to the appropriate Keyano College official for
purposes of investigation and response.

Signature of student: _____ Date: _____

Keyano College Official: _____ Date: _____