

STUDENT COMPLAINT POLICY

Policy 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 in the Board of Governors: Legislative Compliance Office.</i>			

A. POLICY STATEMENT

Keyano College is committed to maintaining the highest standards of ethical conduct in all activities and to act immediately on any reported offense, as put forward by the *Alberta Human Rights Act* (AHRA). The AHRA allows people to make a human rights complaint if they have a reasonable basis to believe that they have experienced discrimination or harassment, harassment in the specific areas and on the specific grounds protected by the Act.

The 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 This Policy applies to all students enrolled at the College.
- 1.2 The College maintains an environment where students feel supported and empowered to share their concerns.
- 1.3 The College will inform students on when complaints may be disclosed.
- 1.4 The College will provide an atmosphere where students can address their concerns without fear of retaliation.

2. SCOPE

- 2.1 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.
- 2.2 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.

- 2.3 This policy does not apply to issues already governed by other policies, such as grade appeals, academic integrity, or harassment complaints, which have their own processes. Issues relating to course content should be directed to the Program Chair or the appropriate Dean.
- 2.4 Nothing in this Policy or related procedures removes any existing rights of appeal or grievance for members of the College community." 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.

3. CONFIDENTIALITY

Confidentiality is a key principle in creating an environment where individuals feel safe to make a complaint and seek support. The College adheres to Alberta's *Access to Information Act and Protection of Privacy Act* which concerns the protection and disclosure of records. To the extent reasonable, all disclosures made will be kept confidential.

B. DEFINITIONS

(1)	College:	means Keyano College.
(2)	College Community:	means individuals directly connected to any College activities or initiatives, including all employees, students, contractors and volunteers.
(3)	Complaint:	means a statement that a situation is unsatisfactory or unacceptable. This is disclosed by a student.
(4)	Policy:	means the Student Complaint Policy.
(5)	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.
(6)	Student:	means anyone enrolled in a credit and/or non-credit program or course at the College.

C. RELATED POLICIES

- Academic Freedom Policy
- Academic Integrity Policy
- Anti Racism Policy
- Classification of Students Policy
- Freedom of Speech Policy
- Gender-Based and Sexual Violence Policy
- Non-Academic Misconduct Policy
- Student Rights Policy

D. RELATED LEGISLATION

- *Access to Information Act*
- *Alberta Human Rights Act*
- *Canadian Charter of Rights and Freedoms*
- *Canadian Human Rights Act*
- *Protection of Privacy Act*

E. RELATED DOCUMENTS

- Academic Integrity Procedure
- Gender-Based and Sexual Violence Procedure
- Non-Academic Misconduct Procedure

F. REVISION HISTORY

Date (mm/dd/yyyy)	Description of Change	Sections	Person who Entered Revision (Position Title)	Person who Authorized Revision (Position Title)
08/14/2021	New Policy	All	Team Lead, Student Life & International Education	VP Academic
02/04/2026	Updated format, updated language. Previous version of Student Complaint Policy from 2022 will be rescinded. New effective date will be set.	All	Registrar	VP Academic & Student Experience