

SA03**Student Complaints**

Classification:	Student Affairs
Responsible Authority:	Director, Student Support Services
Executive Sponsor:	Vice President, Student Services
Approval Authority:	Algonquin College Executive Team
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PURPOSE

To provide a mechanism through which students can raise concerns about any aspect of their academic experience at Algonquin College in situations where a college policy or procedure, specific to a student's complaint, is not already in place. Ideally, resolution of student complaints can be reached through collaborative problem solving, and on a relatively informal basis, where applicable.

There are two stages contained in this policy to allow escalation where it has not proved possible to resolve a complaint informally, or where a student considers that their complaint has not or cannot be resolved informally, or where it is apparent that complex and/or multiple issues or issues of a particularly serious nature are involved.

SCOPE

Full-time and part-time students, including AC Online students, who are currently enrolled in a course or program by Algonquin College and former students who were enrolled in a course or program when the alleged incident(s), giving rise to the complaint, occurred.

DEFINITIONS

Word/Term	Definition
Administrator	Program Chair or Academic Manager responsible for the program or course, or a Manager or Director of a service department.
Anonymity	Anonymity allows the name of the complainant to be withheld. However, a student reporting a complaint to a College Employee or College Official should understand that while every effort will be made to ensure confidentiality, the College cannot investigate or follow up on an anonymous disclosure.
College Official	Any College employee, not otherwise specifically identified by role, who is duly authorized and empowered to carry out official College business / processes / functions / activities on behalf of the College and is acting, within this context, in the name of the College.
Complaint	The expression, either oral or written, of the student's dissatisfaction with the learning/teaching experience, the College services, its employees or other students.
Confidentiality	The process of strict privacy guiding the College's response to a complaint. A student's name and disclosure is known, but, only to those who need to know in order to help resolve the complaint/or provide support as per the students request.
Employee	Full-time and part-time College support staff, faculty and administrators.
Senior Administrator	Dean of a School, a Director or the Vice President responsible for a department.
Student Complainant	Any person who is currently enrolled in a course or program at Algonquin College, or who was enrolled in a course or program when the alleged incident(s), giving rise to the complaint, occurred.

POLICY

1. Algonquin College places a strong emphasis on providing its students with high quality academic experiences and services, and continuously improving those experiences and services. An essential part of that commitment is receiving and responding to the concerns and complaints of students and doing so in a timely and constructive manner.
2. Students have the right to raise their concerns and to expect a timely response from the College.

3. Complaints about the academic experience, services or other students shall be addressed in a way which respects the rights of all parties and which leads to the timely resolution of the disputes. The College maintains their right to fact find or investigate in a sensitive and thoughtful manner following a student complaint; such a process in no way implies an outcome or predetermination of any wrongdoing or error prior to the conclusion of the process.
4. All employees of the College who deal with a complaint shall respect the student's right to confidentiality. Similarly, the rights of a person who is the subject of a complaint, including their right to confidentiality, will be respected. Note that confidentiality is not synonymous with anonymity.
5. A complaint must be made within thirty (30) days of the incident(s) giving rise to the complaint except in extenuating circumstances, this includes former students, who in the opinion of the College may qualify for an extension due to exceptional circumstances.
6. Where a complaint is against an individual or a group, it is expected that the student will seek an informal resolution with that individual(s), or with an administrator in the department involved where possible.
7. Complaints can be addressed using either an informal or a formal procedure. Students are encouraged to try and resolve their complaint informally before proceeding with the formal complaint procedure. Where a number of students in the same class have the same curriculum or service related concern, the matter should be raised at Program Council. Program Council is not the correct venue to make complaints about individual faculty members. (AA03, the Program Council Policy contains additional guidance on appropriate issues to be raised at Program Council meetings.)
8. A group of students may delegate one or more of its members to voice a complaint on its behalf. However, no one shall initiate a complaint on behalf of another person or persons without the written permission of the person(s) or without adding the names of all students contributing to the complaint within the complaint (see Appendix). The decision whether to hear from other members of the group or to deal only with the delegate rests with the administrator(s) to whom the complaint is addressed.
9. The College has a number of policies dealing with specific types of complaints. These are listed in the Supporting Documents section. If students are unsure under which policy they should launch a complaint or if they require help to initiate the process, they can consult with any one of the following: Ombudsman; Counselling Services; Director, or the Director, Student Support Services.

PROCEDURE

Action	Responsibility
1. Step 1 - Informal Complaint Procedure	
1.1 The student to set up meeting with the employee, or their administrator to review the complaint. While students are encouraged to raise concerns directly with employees, should they feel too uncomfortable or anxious to do so, they can bring their complaint directly to the employee's immediate supervisor.	Student(s) Employee
1.2 At the meeting, the complainant to state complaint clearly, preferably in writing. If complaint is put in writing, retain a copy.	Student(s) and employee
1.3 The employee or administrator listens to the concerns of the student(s) and seeks clarification, if needed.	Employee
1.4 The employee or administrator explores ways to resolve the concerns. Either party may request either a facilitated discussion (with a Manager, Chair or Dean) or mediation to be used as part of the informal complaint resolution process. Mediators could be a designated person from the Office of the Ombudsman, mediation is encouraged.	Student(s) and employee
1.5 The student and employee or employee's manager agree on a way to resolve the concerns and the college employee or employees line manager creates a written record of the solution for reference and for action/distribution as appropriate.	Student(s)
1.6 If unable to resolve the issue, proceed to Step 2.	Student(s)
2. Step 2 - Formal Complaint Resolution	
2.1 If the student is unable or unwilling to approach the employee, or if concerns have not been resolved during Step 1 with the employees or their administrator as described in Section 1 above, meet with the appropriate administrator.	Student
2.2 At the meeting, the student to present a signed written complaint to the administrator providing the following information: <ul style="list-style-type: none"> • Description of the complaint, including time and date of events • Employees involved • Names of witnesses, if any • Action taken to date • Solution sought 	Student
2.3 The administrator to hear the student(s)'s complaints and request clarification where necessary.	Administrator

2.4	Within five to ten (5-10) business days of meeting with the student(s), the administrator investigates the complaint in a prompt, objective and sensitive manner. An investigation may include a detailed, in-depth discussion with the employee, the student(s) and/or witnesses along with any other investigative methodologies deemed appropriate by the administrator.	Administrator
2.5	The administrator gives the employee the opportunity to respond in writing to the specific concerns raised by the student(s) within five (5) business days.	Employee
2.6	The administrator works out a resolution with the employee and advises the student(s) in writing.	Administrator
2.7	When the evidence does not support the allegations within the complaint, this conclusion will be provided in writing to both the employee and the student with the reasons for the decision and the student will be informed of any further rights to request a review of the decision.	Administrator
2.8	If appropriate, bring the employee and student(s) together to discuss the situation, clarify the complaint, and develop a strategy to resolve the complaint.	Administrator
2.9	If the administrator cannot identify a specific area of concern, inform the student (s) in writing and provide reasons why no further action will be taken.	Administrator
3	Appeal of Decision	

3.1	<p>Within ten (10) business days of receiving the decision of the administrator, if the student believes the complaint has not been dealt with fairly, the decision is unfair, or if a written response has not been received from the administrator, the student can appeal the decision in writing to the next level of management within that area in which the complaint was being resolved (e.g. Dean or Director).</p> <p>Request for an appeal will be granted on limited grounds, namely:</p> <ul style="list-style-type: none"> • That there has been a clear failure of due process in consideration of the complaint, which the complainant can define and provide evidence. • That the decision of Step 2 was not reasonable and in accordance with the facts of the case; • New material evidence, which the complainant could not reasonably have provided earlier, and which may be sufficient to alter a decision; or facts that were not known to the administrator(s) at the time of making their decision due to extenuating circumstances. In these cases the Senior Administrator is obliged to consider the validity and admissibility of the new information/facts. In the event that new information is being relied upon by the complainant, the Senior Administrator shall specifically explain in their decision why or why not they have accepted or rejected all or some of the new information. <p>The complainant should set out their concerns clearly and succinctly and provide evidence in support, where possible. The complainant must also explain how the response received at Step 2 falls within one of the grounds set above in paragraph 3.1 and outline the remedy sought.</p>	Student
3.2	<p>Review all documents provided at Step 2 (Formal Complaint Resolution, meet with appropriate persons knowledgeable about the complaint, and make inquiries as needed.</p>	Senior Administrator
3.3	<p>The administrator, in the next level of management, decide if the appeal meets the required grounds, and if so on the manner in which the complaint is to be resolved.</p>	Senior Administrator
3.4	<p>The administrator, in the next level of management, inform the student(s) and the administrator who made the original decision within ten (10) business days of receiving the appeal and indicate that the matter is now closed.</p>	Senior Administrator

SUPPORTING DOCUMENTATION

- Appendix 1 – Guidance Notes for Step 1 and Step 2
- Appendix 2 – Rights, Entitlements and Responsibilities under the Student Complaints Policy and Procedure
- Appendix 3 – Formal (written) Complaint Submission Form
- Appendix 4 – Appeal Submission Form
- Appendix 5 – SA03 Informal and Formal Complaint Procedures

RELATED POLICIES

- AA03 Program Council AA18 Academic Discipline
- AA19 Academic Appeal HR22 Respectful Workplace SA02 Ombudsman
- SA07 Student Conduct
- SA 16 Sexual Assault/Sexual Violence

RELATED MATERIALS

None

APPENDIX 1

GUIDANCE NOTES FOR STEP 1 AND STEP 2

STEP 1 GUIDANCE NOTES:

- A. Either a verbal or written complaint can be resolved through the Step 1 resolution process.

Where an employee is the subject of a complaint student are encouraged to approach the employee directly. If this is not appropriate, students are encouraged to approach the employees administrator.

- B. A student can be accompanied by a peer, Class Representative, or a member of the Algonquin Students' Association, during the Step 1 complaint resolution phase.
- C. An employee can be accompanied by a Union representative during the Step 1 complaint resolution phase.
- D. Depending on the nature of the complaint, it may not be possible for the employee/administrator/senior administrator to preserve a student's anonymity; in these instances, every effort will be made to maintain the student's confidentiality, while disclosing the necessary information on a need-to-know basis.

STEP 2 GUIDANCE NOTES:

- A. Students are expected to submit complaints, within the timeline(s) and procedures indicated in this policy. However, they may request that the College to exercise its discretion to extend the timelines where there is good reason, supported by evidence, when a student has not been able to submit a complaint within the timeline. Under certain circumstances, depending on the complexity of the complaint, it may be necessary for the College to amend the timelines and procedures. All such amendments will be available to the College without recourse by the student(s) or employee(s), provided they do not cause prejudice to the parties and continue to result in a fair process.
- B. A student can be accompanied by a peer, Class Representative, or a member of the Algonquin Students' Association, during the Step 2 complaint resolution phase.
- C. An employee can be accompanied by a Union representative during the Step 2 complaint resolution phase.

- D. Depending on the nature of the complaint, it may not be possible for the employee/administrator/senior administrator to preserve a student's anonymity; in these instances, every effort will be made to maintain the student's confidentiality, while disclosing the necessary information on a need-to-know basis.
- E. Following investigation or fact-finding, the lack of a factual basis for a complaint will not be considered evidence that a complaint was frivolous or vexatious. Any retaliation by employees because a student engaged in the student complaints process is unacceptable and will be addressed appropriately.
- F. While a student will not be disadvantaged as a result of making a complaint, the College may consider referring the matter to the Student Conduct Board (through the Student Conduct Policy, SA07) should there be reasonable/compelling evidence that a student complaint was frivolous, malicious or brought in bad faith.
- G. A complaint will be deemed vexatious or frivolous if it is:
 - i. obsessive, harassing, or repetitive;
 - ii. insistent on pursuing non-meritorious complaints and/or unrealistic, unreasonable outcomes;
 - iii. insistent on pursuing what may be meritorious complaints in an unreasonable manner;
 - iv. designed to cause disruption or annoyance; and/or
 - v. demanding for redress which lacks any serious purpose or value.

In such cases, the College will write to the student explaining why it is terminating consideration of the complaint. If the student wants to challenge this decision, they must set out their reasons and submit them together with any supporting evidence in writing to the Director, Student Support Services or the designated administrator or the Head of Department. The Director of Student Support Services or the designated Head of Department will inform the student of the outcome of their challenge within ten working days of receiving it.

APPENDIX 2

RIGHTS, ENTITLEMENTS AND RESPONSIBILITIES UNDER THE STUDENT COMPLAINTS POLICY AND PROCEDURE

1. KEY PRINCIPLES IN DEALING WITH STUDENT COMPLAINTS

The key principles underpinning this Policy, which are based on principles of natural justice, are that:

- a) The College will act fairly and reasonably in all circumstances;
- b) The College will follow its own procedures in all circumstances, except where reasonable amendments are necessary, provided they do not cause prejudice to the parties and continue to result in a fair process;
- c) Decisions will be taken on the balance of probabilities;
- d) Complainants will not suffer any disadvantage or recrimination as the result of making a complaint in good faith.

2. Authority for action under this Policy and Procedure

- a) The Director, Student Support Services, is the responsible authority for the administration of this policy for students to raise legitimate issues of complaint. Any changes to this Policy and Procedure shall be approved by the Algonquin College Executive Team, and through the sponsorship of the Vice President, Student Services.
- b) Each student complaint is to be dealt with by the administrators in the area in which the alleged offence occurred, with support from HR, LR or Security Services as appropriate. The Director of Student Support Services is only to become involved when impacted students require services that Student Support Services offer, or the complaint involves employees from Student Support Services.
- c) At each stage of the Procedure, the person to whom a complaint has been referred shall, if it is upheld, apply such appropriate remedies as are within their powers. If they consider that the remedy is outside their powers, they shall refer the matter to the appropriate authority.

3. RIGHTS, ENTITLEMENTS AND RESPONSIBILITIES UNDER THIS POLICY

- a) Under this Policy, and in line with the Student Rights and Responsibilities

within the Student Conduct Policy, and other Algonquin College policies, the College acknowledges the rights of students and sets out expectations of how students will interact with the Complaints Procedure as follows:

- (i) Students will be treated fairly and consistently within the Procedure under this Policy;
- (ii) Students will not suffer any disadvantage or recrimination as the result of making a complaint in good faith;
- (iii) Students are expected not to make any complaint frivolously, vexatiously or with malice. Where a complaint is adjudged to be made frivolously, vexatiously or with malice, disciplinary action may be taken against the complainant;
- (iv) The College understands that students who are dissatisfied may be experiencing frustration or stress but expect that students will engage with the Procedure in a polite, courteous and prompt manner at all times. Students can reasonably expect for this to be reciprocated by those handling their complaint. The College may request that a student revises and resubmits a communication under the Procedure where the tone or language used is deemed inappropriate;
- (v) Students are expected to submit complaints, within the timeline(s) and procedures indicated in this policy. However, they may expect the College to exercise its discretion to extend the timelines where there is good reason, supported by evidence, when a student has not been able to submit a complaint within the timeline. Under certain circumstances, depending on the complexity of the complaint, it may be necessary for the College to amend the timelines and procedures. All such amendments will be available to the College without recourse by the student(s) or employee(s), provided they do not cause prejudice to the parties and continue to result in a fair process.
- (vi) Students are expected to be reasonable and realistic in any request for remedy or redress;
- (vii) Students may expect to receive responses to complaints within the timelines indicated within the Procedure or else to be informed of any reasons why this is not possible, with an indication of the proposed amended timeline for a response;
- (viii) Students are expected to provide, at the time of submission of their complaint, all relevant documentation or other evidence and details of all issues which they wish to be taken into consideration. However, complaints will not be rejected solely on the grounds of minor

procedural deficiencies on the part of the student;

- (ix) Students may expect complaints to be dealt with confidentially and that their privacy will be respected. However, it may be necessary to disclose information to others in order to deal with the complaint and in these circumstances the parties concerned will be informed of such disclosure;
 - (x) Where a student is invited to attend a face-to-face meeting, they shall be entitled to be accompanied in accordance with provision set out within this Procedure;
 - (xi) Where a complaint is found to be justified, students may expect the College to take such action or provide such remedy as may be appropriate and to do so promptly;
 - (xii) Where a complaint is found not to be justified, students may expect to be informed in writing of the reasons for that decision and to be informed of any further rights to request a review of the decision.
- b) Under this Policy, the College acknowledges the rights of staff/faculty and sets out expectations of how staff/faculty will interact with the Complaints Procedure as follows:
- (i) Staff/faculty are expected to engage with the Procedure in a polite, courteous and prompt manner and may expect this to be reciprocated by the students making the complaint and by colleagues investigating the complaint;
 - (ii) Staff/faculty may expect complaints made about them by students to be dealt with confidentially and that their privacy will be respected. However, it may be necessary to disclose information to others in order to deal with the complaint and/or to take appropriate actions in relation to the outcome of the complaint and in these circumstances the parties concerned will be informed of such disclosure;
 - (iii) Where staff/faculty are invited to attend a face-to-face meeting as part of a complaint investigation, they shall be entitled to be accompanied in accordance with the provisions set out within this Procedure;
 - (iv) Staff acting as investigators for complaints can expect co-operation in a polite, courteous and prompt manner from colleagues from whom information relating to the complaint is requested.

REPORTING AND RECORDING OF COMPLAINTS

- a) Where a complaint is upheld and action is required, a record of the action taken shall be kept with the complaint documentation. Where recommendations for changes to policies or procedures are made as the result of a complaint, a record of consideration of those recommendations and any action taken shall be kept with the complaint documentation. Heads of academic departments, and non-academic departments will monitor complaints which have been referred to them and will be responsible for implementing, or recommending to the appropriate authority, changes to systems or procedures suggested by the nature and pattern of the complaints received. The outcome of such monitoring may also be used to inform other processes or activities.

COMPLAINTS PROCEDURE: GENERAL PRINCIPLES

- a) Anonymous complaints will not be dealt with under this Procedure. If a member of staff receives an anonymous complaint, they will be expected to seek advice from their line manager as to how the complaint should be dealt with.
- b) Where a complaint is made by a group of students, one student should be clearly nominated as the main point of contact for those handling the complaint. Findings and decisions should, however, be provided to each member of the group of students.
- c) Formal complaints should be submitted using the designated **complaint submission form**. Where a complaint is submitted without the designated form being completed or not completed in full, the College reserves the right not to consider the complaint until the designated form has been properly completed and submitted.
- d) Students are expected to provide at the time of submission of their complaint, all relevant documentation or other evidence and details of all issues which they wish to be taken into consideration. Where this is not possible for good reason, students are expected to indicate what documentation or evidence is to follow. The person receiving the complaint ('the administrator') shall be entitled to impose a reasonable deadline by which this further information should be provided by the student. The timeline for consideration of the complaint will be halted whilst the provision of further information is anticipated. Unless there proves to be good reason why the student cannot then meet that deadline, the administrator may then proceed to consider the complaint once that deadline has passed, even if the further information has not been provided.

- e) Where the investigator believes that there is additional information which the student has not provided which is pertinent to the consideration of the complaint and which cannot readily be gathered from other sources, they may request that the student submit it and set a reasonable deadline normally no more than **5 business days** from its submission. The timeline for consideration of the complaint will be halted whilst the provision of that further information is anticipated. Unless there proves to be good reason why the student cannot then meet that deadline, the administrator may then proceed to consider the complaint once that deadline has passed, even if the further information has not been provided.
- f) Where, unsolicited, a student provides additional documentation or evidence after consideration of a complaint has commenced, the administrator shall determine whether there is sufficient time within the timescale set for their response to the complaint in which to consider this additional information and, if not, shall inform the student of any necessary and reasonable adjustment to the deadline for their response.
- g) Timelines for the College's responses to complaints, as set out in the procedures within the policy, are those to which the College expects normally to be able to adhere. It is anticipated, however, that there may be occasions when it is not feasible for a full and thorough investigation to be carried out within those normal timescales and when a longer period of time is therefore required. These may include, but are not restricted to:
- Periods when the College is closed (e.g. Statutory Holidays and the Christmas/New Year period);
 - Periods when key staff are absent from the College due to work commitments, scheduled or unscheduled leave, sickness or other good reason;
 - Particularly complex issues of complaint;
 - Issues of complaint which are related to other on-going procedures which may need to be completed before the complaint can be fully addressed (e.g. disciplinary matters, legal proceedings).
 - Where it is apparent that the stated deadlines cannot be met, the student will be informed at the earliest opportunity at which an indication of the revised deadline for response and the reasons for the delay can be given.
- h) College employees will handle complaints with an appropriate level of confidentiality, and release information only to those who need it for the purposes of investigating or responding to it.
- i) Details of any complaint about another student or member of staff will be shared with them, so that they can respond to any allegations made against

them.

- j) Anyone making a complaint is expected to maintain confidentiality and avoid publishing to third parties, either on social media or by other means, any correspondence about the complaint between the complainant and the College or any other College correspondence which is part of the complaint.
- k) As appropriate, the College will share the details of the complaint outcome with the relevant School/ department.

APPENDIX 3

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FORMAL (WRITTEN) COMPLAINT SUBMISSION FORM

This form is for submitting a complaint for **formal resolution** by the College. It should only be submitted after a person has attempted to informally resolve their complaint; or where informal resolution is not possible or appropriate.

This form must be submitted to the designated College Official, Manager / Academic Chair or Manager / Dean / Director by email or in person at the designated office.

A Informal resolution

Choose the relevant option and provide more information below.

- I have not been able to resolve my complaint informally
- I have not attempted to resolve my complaint informally because I believe my complaint raises a serious matter suitable for formal resolution; and/or I have valid reasons for not attempting informal resolution

B Contact information

Are you submitting this complaint on behalf of someone else? If no, complete Section 1 only. If yes, complete both sections, placing your details in Section 1. If you are submitting a complaint on behalf of someone else, you must obtain their written consent for you to act on their behalf.

Section 1				Section 2			
<input type="checkbox"/> Student	<input type="checkbox"/> Staff	<input type="checkbox"/> Faculty	<input type="checkbox"/> Other	<input type="checkbox"/> Student	<input type="checkbox"/> Staff	<input type="checkbox"/> Faculty	<input type="checkbox"/> Other
ID:		Title:		ID:		Title:	
Surname:				Surname:			
First name:				First name:			
Street:				Street:			
City:		Postcode:		City:		Postcode:	
Tel:				Tel:			
Email:				Email:			

C Respondent details (if applicable)

If your complaint is against a person, please complete the applicable fields below, if known.

- A student
- A staff member Other,
- A faculty member
- please specify

Surname:		First name:	
Other:			

D Complaint category

<input type="checkbox"/>	General Administration	<input type="checkbox"/>	Corporate Governance (how and what we do)
<input type="checkbox"/>	Facilities Management (facilities/grounds/resources)	<input type="checkbox"/>	Education Provision (teaching/supervision)
<input type="checkbox"/>	Student Services (service/non-academic matters)	<input type="checkbox"/>	Other (please specify)
<input type="checkbox"/>	Conduct (conduct of staff/students/faculty members)	<input type="checkbox"/>	Not sure

E Complaint details

Provide a summary of your complaint below. Include details such as the location, date, and time, names of any people or areas of the College involved. Please indicate if you have provided additional documentation.

- I have attached documents that provide additional details
- I have not attached documents that provide additional details

F Outcomes sought

State the outcomes you are seeking from the complaint process, e.g. an apology from the respondent, a change of decision, etc.

G Other (optional)

Please provide any additional information that may assist the College to resolve your complaint.

H Complainant declaration

In submitting this complaint, I confirm that:

- The information I have provided on this form is correct to the best of my knowledge;
- I intend to cooperate in good faith, act in accordance with the *Algonquin College core values, and Student Conduct Policy or Employee Code of Conduct*, respect confidentiality of the process and immediately disclose any actual, perceived or potential conflict of interest to the College Official, Manager / Academic Chair or Manager / Dean / Director for the complaint as part of my involvement in the complaint process; and
- I understand that the information I provide will be treated confidentially and will not be disclosed to a third party unless required.

APPENDIX 4

APPEAL SUBMISSION FORM

Student complaint resolution

This form is for submitting an appeal of a complaint outcome under section 3 of the Student Complaint Policy (the Policy). **An appeal may only be submitted after a person has attempted to resolve their complaint under Stage 2 – Formal Resolution.**

This form must be submitted **within 10 College working days** of the Stage 2 outcome to the complaint. It may be submitted to the designated College Official, Manager / Academic Chair or Manager / Dean / Director by email or in person at the designated office.

A Complaint and contact information

Provide complaint information and updated contact information for the appeal process if different than Stage 2

Date of Stage 2 outcome:				
ID:		Title:		
Surname:		First name:		
City:		City:	Postcode:	
Tel:		Email:		

B Appeal ground(s)

Select one or more of the following grounds (as required by the Policy) and provide more information below. That:

- the complaint process was procedurally irregular or unfair
- new information is available that could not reasonably have been provided at the time of the complaint process and, that in all likelihood, would have affected the complaint outcome
- the Stage 2 complaint outcome was not fair or reasonable

<input type="checkbox"/>	
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C Other

Advise any other information that may assist the College to more appropriately consider your appeal

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D Appellant declaration

In submitting this appeal, I confirm that:

the information I have provided is correct to the best of my knowledge;

I intend to cooperate in good faith, act in accordance with the Algonquin College core values, and Student Conduct Policy or Employee Code of Conduct, respect confidentiality of the process and immediately disclose any actual, perceived or potential conflict of interest to the College Official, Manager / Academic Chair or Manager / Dean / Director for the complaint as part of my involvement in the complaint process;

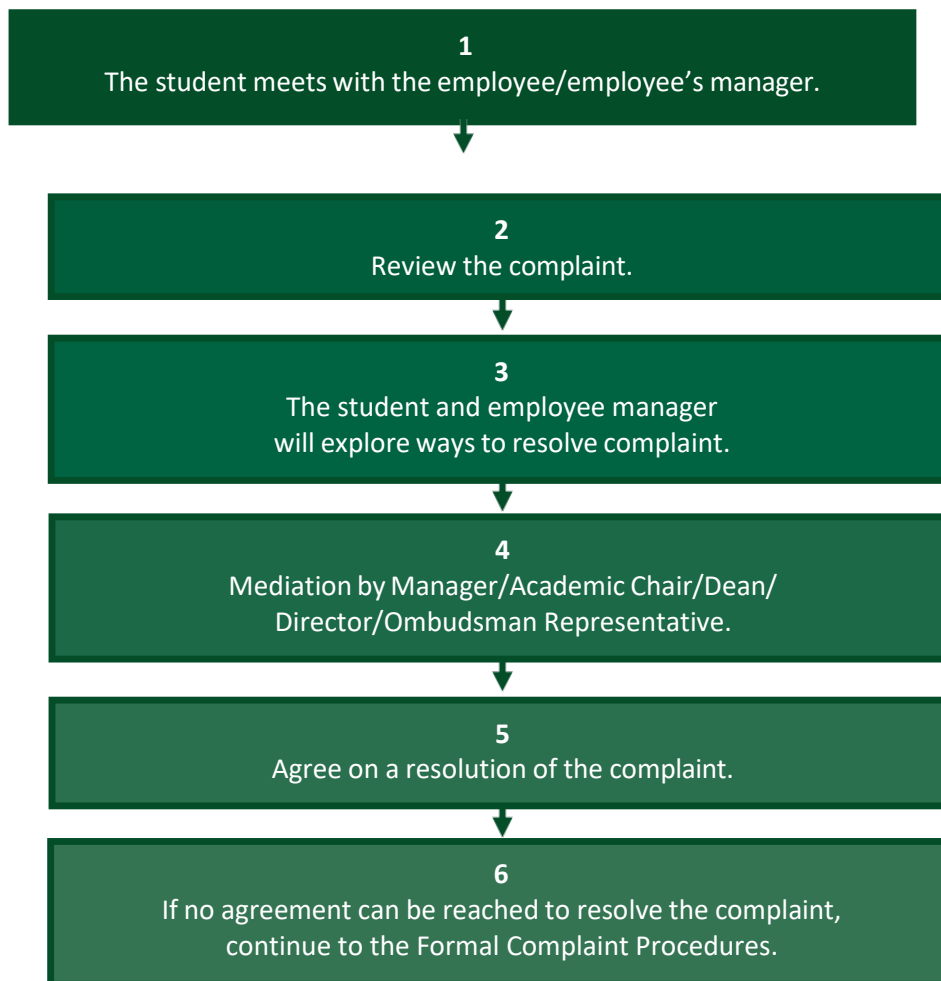
APPENDIX 5

5

INFORMAL AND FORMAL COMPLAINT PROCEDURES

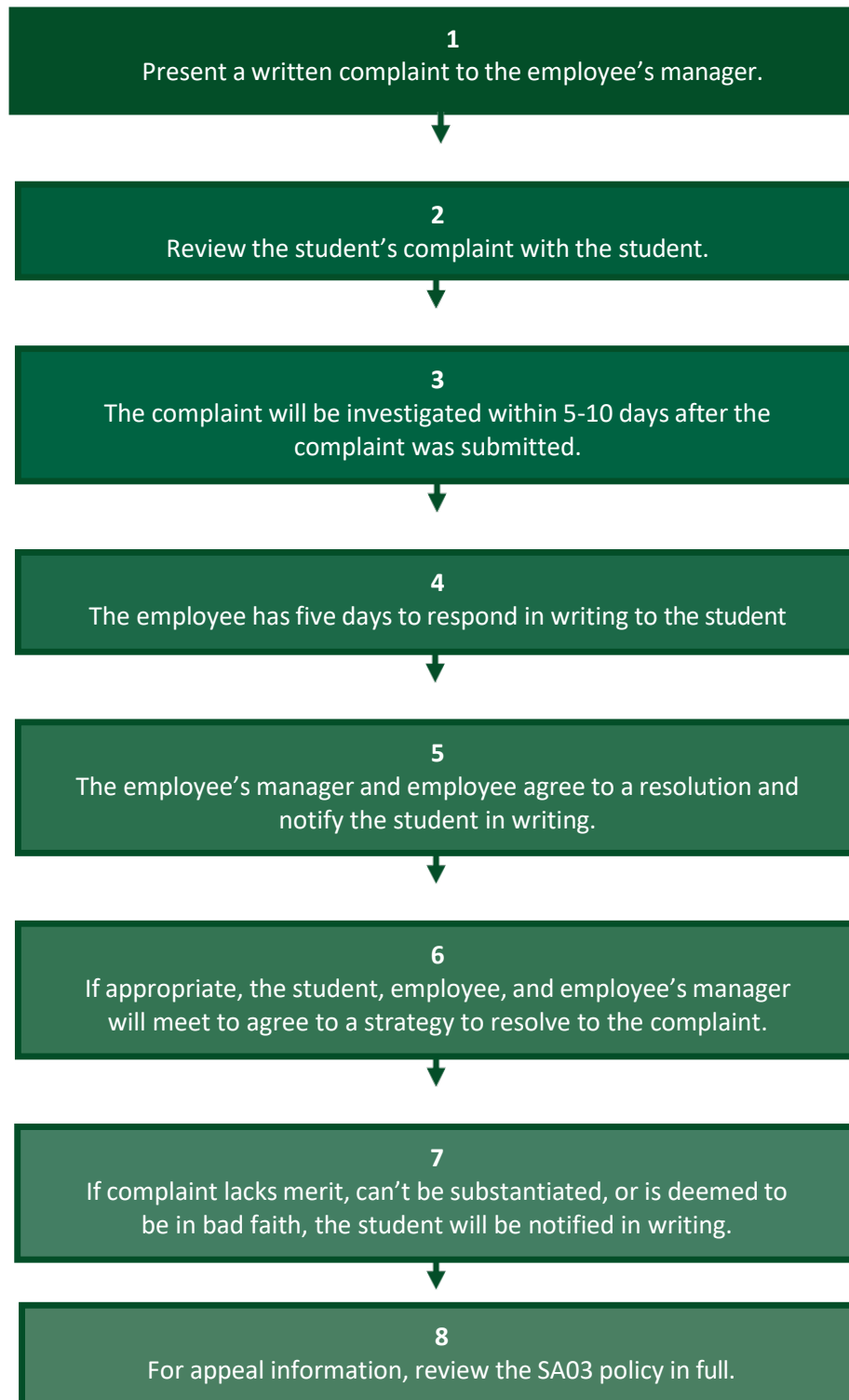
An informal complaint is the first step in resolving a conflict between students and employees. Please note, some circumstances may require acting directly under the Formal Complaint Procedures due to the nature of the incident and parties involved.

Informal and Formal Complaint Procedures are designed to resolve students' complaints regarding employees. For issues outside of student and employee relations, please see the Algonquin College Complaint Referrals list.

INFORMAL COMPLAINT PROCEDURES

Please note, some circumstances may require acting directly under the Formal Complaint Procedures due to the nature of the incident and parties involved.

FORMAL COMPLAINT PROCEDURES



ALGONQUIN COLLEGE COMPLAINT REFERRALS

Please review the following list for where to direct issues you may be experiencing.

PROGRAM COUNCIL

Any issues related to your classes, academic experience, or your program should be directed to your Program Coordinator. Please see a fulsome list below.

- Curriculum content
- Learning resources
- Course content delivery methods
- Evaluation and progression procedures
- Course and Program changes
- Class/exam schedules
- Admission Procedures
- Clinical/field placement
- Social Events

INFORMATION TECHNOLOGY SERVICES

Please contact Information Technology Services for complaints regarding IT equipment or infrastructure.

FACILITIES MANAGEMENT

For issues regarding College buildings or facilities, please contact Facilities Management.

ALGONQUIN STUDENTS' ASSOCIATION

For concerns related Students' Association programming/events or clubs, please contact the Students' Association.