



## **Student Concern and Complaint Policy**

### **1.0 Objective and Scope**

The Student Concern and Complaint Policy applies to all the students enrolled at the College of Technology Alberta. This Policy aims to provide a transparent, fair, and efficient process for addressing and resolving student complaints. It ensures that student concerns regarding academic experiences, services, or interactions with other students are handled in a nondiscriminatory manner that upholds the rights of all parties involved. This policy is in accordance with Section 5(g) of the Private Vocational Training Regulation of Alberta, which governs student complaints.

### **2.0 Policy**

The Student Concern and Complaint Policy defines complaint as any expression, whether oral or written, of discontent or dissatisfaction with the college, its operation, or its employees. The College Administration have a designated person to receive and handle complaints from students. This ensures that there is a formal channel for students to voice their grievances. The complaint must be raised in good faith, meaning that the student genuinely believes there is an issue or problem that needs to be addressed. The college strives to address complaints fairly and in a timely manner. The College will take immediate measures to ensure the safety of its community and interests when safety is a concern. Complaints should be filed within a reasonable timeframe after the incident or situation, preferably within one month.

### **3.0 Complaint Procedure**

The College of Technology Alberta recognizes that students may encounter unsatisfactory situations during their time at the college, including issues arising between individuals within the community. The Student Concern and Complaint Policy offers students to utilize both formal and informal process whereby, a student may request a review of the concern if a resolution has not been reached through informal communication between staff and students; which, in most cases, results in immediate resolution.

#### **3.1 Informal Complaint Procedure**

- 3.1.1 The intent of Informal Complaint process is conflict resolution through communication and negotiation. If the conflict involves College Policies and Procedures, the students are encouraged to speak with the appropriate administrative supervisor.
- 3.1.2 If the conflict is related to another student or the staff member, the student is encouraged to discuss the matter with the member of staff whose action gave rise to the complaint. Failing resolution, the students should discuss the concern with the immediate supervisor of the staff member whose action gave rise to the complaint.
- 3.1.3 **Administrative Responsibilities:**  
An administrator, upon hearing an informal complaint, shall consider, investigate and respond within 14 calendar days of hearing the complaint. A student who has not received a response within 14 calendar days may initiate a formal complaint.



### 3.2 **Formal Complaint Procedure**

3.2.1 To initiate a formal complaint under this policy, the complainant(s) shall, submit the attached completed and signed form, identify the nature of the complaint, providing, where appropriate and possible, the following information:

- .1 the grounds on which the complaint is based;
- .2 the name(s) of the party(ies) involved;
- .3 the date(s) of the alleged occurrence(s);
- .4 the desired resolution.

3.2.2 A body within College Administration reviews complaints forms that takes necessary actions by involving the right parties in conflict to ensure suitable conflict resolution.

### 4.0 **Appeals**

4.1 If a complainant or respondent is dissatisfied with the outcome of the complaint process, they may submit a written appeal to the appropriate appeals body within ten (10) business days of receiving the resolution.

4.2 The appeals body will review the complaint, investigation, and resolution to determine if the process was followed appropriately and if the outcome was reasonable.

4.3 The appeals body may uphold the original resolution, modify the resolution, or order a re-investigation.

4.4 The decision of the appeals body is final and not subject to further appeal within the College of Technology Alberta.

### 5.0 **CONFIDENTIALITY**

5.1 The College Administration who are involved in dealing with a complaint must respect the student's right to confidentiality. This means that the details of the complaint and the identity of the student making the complaint is be kept confidential, except where disclosure is necessary for the resolution process or required by law.

#### **Related Documents:**

[Student Complaint Report form](#)