

Colbourne College

Procedures for making a Complaint

Students will complete a Complaint Form. This form must be kept on record and facilitates the recording of the complaint and all actions taken to resolve the complaint by phases or stages of the process. Once the issue is resolved the form is submitted to the Registrar.

1. **Initially** an immediate resolution is sought when both parties can be brought in for a direct discussion and a consensus reached. A consensus is determined where the complainant feels satisfied and concludes that no further action is to be pursued.
2. If the student remains dissatisfied then the Manager of the Student Services must intervene for amicable resolution and determine outcome. Documentation of this process must be recorded on the complaint form including all meetings, outcomes and further action required. If the student is satisfied with the response no further action is taken.
3. If the student remains dissatisfied with the response by the Manager, s/he must be advised to write a letter to the Executive Administrator. The Manager of Student Services will provide all previous documentation on the complaint to the Executive Committee. The Executive Administrator will review the complaint and actions pursued by the Officer, investigate and make a ruling on the matter. The processes and recommendation/s is/are to be documented.
4. If the student remains dissatisfied to this point, the Administrator will engage the powers of the Executive Committee as a final appeal. The Executive Committee decision is final. The processes and recommendation/s is/are to be documented.
5. If the matter becomes a legal issue the complaint and all documentations of actions taken must be submitted by the Executive administrator to the Board of Directors immediately. The Board then becomes the ultimate decision maker and can overturn all previous decisions.
6. The student must be notified timely and in writing of the outcome of the complaint by the Manager of Student Services.