

GLOW College STUDENT COMPLAINT PROCEDURE

1) Introduction

At GLOW College the student experience comes first. This includes providing students with high-quality teaching, learning and service experiences. The College has a number of institutional policies and procedures that are designed to help it realize success in these areas, and also assist students in finding a resolution to concerns or complaints. The College is committed to addressing student concerns in a responsive and timely manner, including complaints related, but not limited to, the educational experience and/or the services they receive.

2) Purpose

The purpose of this procedure is to establish a process and an opportunity for students, without fear of reprisal, to raise concerns about a program, their learning experience or the services rendered by the College.

3) Definitions

3.1) Complaint

Complaint refers to the expression, verbal or written, of a student's concern or dissatisfaction with his or her learning experience, College services or its employees.

3.2) Employee

Employee refers to full- and part-time persons employed by the College.

3.3) Student

Student refers to full- and part-time students currently registered at the college and former students registered at the time the incident, which is giving rise to the complaint, occurred.

3.4) Administrator

Administrator refers to the dean, associate dean or academic director responsible for the program or course.

4) Procedure

4.1) Step 1

4.1.1) The student will contact the relevant GLOW College employee to discuss the complaint or concern within five (5) business days of the incident(s) giving rise to the complaint, except in extenuating circumstances, which, in the opinion of the College, would justify an extension.

- 4.1.2)** In communicating their concern, the students will state their complaint clearly, preferably in writing. The student should retain a copy of their written complaint.
- 4.1.3)** The employee will review the concerns outlined by the student and seek clarification, if needed.
- 4.1.4)** The student and the employee will explore ways to resolve the concerns and record them for action/distribution as appropriate.
- 4.1.5)** If the student and employee are unable to resolve the issue, the student may choose to proceed to Step 2.
- 4.2) Step 2**
- 4.2.1)** If concerns have not been resolved with the relevant GLOW College employee as described in Step 1, the student may choose to contact the appropriate administrator (see definition above).
- 4.2.2)** The student will provide a signed written complaint to the administrator providing the following information:
- a) Description of the complaint, including time and date;
 - b) Employee involved (if relevant);
 - c) Names of witnesses, if any;
 - d) Action taken to date, including details Step 1; and
 - e) Resolution sought.
- 4.2.3)** The administrator will review the student's complaint and seek clarification, as necessary.
- 4.2.4)** Within ten (10) business days of reviewing the complaint with the student, the administrator will investigate the merits of the complaint, which may include a discussion with any relevant individuals. The investigation will follow any method deemed appropriate.
- 4.2.5)** As relevant, the administrator will give the employee the opportunity to respond in writing to the specific concerns raised by the student within five (5) business days.
- 4.2.6)** If the complaint is deemed to have merit, the administrator will identify a resolution and advise the student(s) and other relevant individuals, in writing.
- As necessary, the administrator will bring the employee and student together to discuss the situation, clarify the complaint, and develop a strategy to resolve the complaint.
- 4.2.7)** If the complaint lacks merit, the administrator will inform the student(s), and employee (as relevant) in writing and provide reasons no further action will be taken.

- 4.2.8)** If the complaint is deemed to be false, frivolous, vexatious, or made in bad faith, the relevant administrator will meet with the student (complainant) to discuss the motivation for the complaint.
- 4.2.9)** Reprisals, retaliation or threats of reprisals against anyone pursuing their rights under this policy; those having participated, co-operated in or for having been associated with someone who has pursued rights or participated in the procedures; or someone in any other role or capacity under this policy, are prohibited and may be subject to sanctions under the relevant college policies and procedures.

5) Roles and responsibilities

- 5.1)** The GLOW College Director is responsible for ensuring this policy is adhered to and fully implemented. College employees have a responsibility to respond to student concerns in a professional, confidential and timely manner.
- 5.2)** It is the responsibility of the student to initiate each stage of the student complaint procedure in accordance with stated timelines.
- 5.3)** It is the responsibility of the administrator to issue a written decision at the end of Step 2 within the stated timelines.