

Student Problem Resolution Policy

In line with its commitment to excellence and continuous improvement, Camber College has adopted this procedure to deal with issues arising in the course of the students' registration at Camber College. The procedure is intended to deal with students' complaints in a fair, timely and effective manner and will furthermore provide important information to management so that the student experience at the College can be improved on an ongoing basis.

As far as is practicable, confidentiality will be preserved at all stages in the procedure, in the interests of both the student making the complaint and the individual members of staff involved.

Students will not be subject to any form of retaliation as result of filing a complaint.

Students complaints must be made in writing.

Written reasons for the determination will be provided to the student within 30 days after the date on which the complaint was made.

1. Scope of Procedure

This procedure may be used to complain about any aspect of the academic, administrative or student support services provided by Camber College.

Please refer to the Table at the end of this document if you are unsure of the appropriate method of pursuing your complaint.

2. Advice and Representation

Students have the right to seek assistance or to be accompanied by a member of the student body or a member of staff at any stage in the procedure. Students making a complaint may be represented by an agent or lawyer.

3. Procedure for Grade Appeal

1. If a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted he/she should discuss with his/her instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.
2. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she should submit a written appeal to the Program Director.
3. The Program Director will obtain a copy of the assignment/test in question from the instructor and will have another instructor re-assess the test. .
4. If the student achieves a higher grade on re-assessment, the higher grade will be assigned to the student. If the student achieves a lower grade on re-assessment, the original grade will be retained.
5. The grade will be considered final and cannot be appealed.
6. The decisions on the grade appeal will be provided to students within 30 school days of Camber College's receipt of the written appeal.

4. Stages of Student Complaints Procedure

The procedure consists of 3 stages. The first stage is the informal stage and encourages informal resolution. Only when this has proven unsuccessful should stages 2 and 3, which are the formal stages, be pursued.

4.1 Stage 1:

A complaint may be made by an individual student or a group of students. At this stage, you are encouraged to approach the relevant member of staff and discuss any issues with him/her directly. In the case of dissatisfaction with a class, for example, you should approach the individual teacher. Dissatisfaction with student support or administrative services should be discussed directly with any individuals involved.

In order for the complaint to be dealt with effectively and efficiently, it should be drawn to the attention of the member of staff concerned as soon as possible, and normally not later than 5 working days after the failure in service or the incident which gave rise to the complaint.

4.2 Stage 2:

In the event that you are dissatisfied with the outcome of Stage 1, you should proceed to Stage 2 by completing the SCF1 form and submitting this to the relevant. Please see the appended Table for details.

Form SCF1 should be submitted within 5 working days of the unsatisfactory outcome of Stage 1 and normally not later than 10 working days after the incident giving rise to the complaint. You should receive a written response within 5 working days and this should outline what action has been taken or is being proposed, to resolve your complaint. In the event that your complaint is not upheld, the reasons for that decision should be outlined clearly.

4.3 Stage 3:

You must have completed Stage 2 before embarking on Stage 3. If, upon receipt of the written response from Stage 2, you still consider that your complaint has not been adequately addressed, you should fill out Form SCF2 and submit this to the relevant member of staff (please see the appended Table outlining points of escalation) within 5 working days of the reply from Stage 2. A Complaints Review Panel will be convened to consider the complaint. This meeting should normally take place within 10 working days of the receipt of Form SCF2.

The Complaints Review Panel (see membership below) will have available to it all previous correspondence relating to the complaint and any other relevant documentation. The Panel may wish to meet the complainant and may also wish to meet any member of staff involved, with a view to establishing all relevant facts.

The decision reached by the Complaints Review Panel shall be final and shall be communicated to you, in writing, within 5 working days of the meeting. The Panel will also send a report to the President, student agencies and parents, summarising the complaint and outlining their recommendations to resolve the complaint.

5. Membership of Complaints Review Panel

The Complaints Review Panel will consist of:

- Member of Staff indicated in Escalation Point 2 in the appended Table
- An Administrative *or* Student Support staff not implicated in the Complaint
- The President.

If the students is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Career Training Institutions Branch (www.privatetraininginstitutionsbranch.bc.ca).

Contact Points for Complaints dealt with under the Student Complaints Procedure

Nature of Complaint	Stage 1 – Informal Procedure	Stage 2 (Form SCF1) – Formal Procedure, Step 1 (Escalation Point 1)	Stage 3 (Form SCF2) – Formal Procedure, Step 2 (Escalation Point 2)
All aspects of academic programme delivery	Discuss with teacher and / or Program Director	Written complaint to Program Director with a copy to the Academic Director	Written complaint to President.
Counselling Service	Discuss with relevant member of staff	Written complaint to Academic Director.	Written complaint to President.
Activities	Discuss with relevant member of staff	Written complaint to Activity Coordinator with a copy to the Academic Director.	Written complaint to President.
Fees or Payment Services	Discuss with relevant member of Fees staff	Written complaint to Academic Director.	Written complaint to President.
Registry Services	Discuss with relevant member of Registry staff	Written complaint to Academic Director.	Written complaint to President.
Information Systems & Services	Discuss with relevant member of Information Systems & Services	Written complaint to Academic Director.	Written complaint to President.
Equality Office Services	Discuss with relevant member of staff	--	Written complaint to President

*Copies of all forms will be kept in student files.

Student Complaints Procedure – LEVEL 1 - SCF1

Please read the Student Complaints Procedures guidelines carefully before completing this form.

1. Name of Complainant:

2. Program Title:

3. Student Address:

4. Email Address:

5. Contact Telephone Number:

6. Details of Complaint: (please ensure that all relevant details are provided here, including the date, time and place of the incident, if relevant. Attach additional sheets, if required).

7. Please outline any *informal* steps taken to resolve this complaint.
(Attach additional sheets, if required).

I, the undersigned, fully understand that a copy of this completed form may be provided to any member of staff who is the subject of this complaint or who may be otherwise involved.

Signed: _____

Date: _____

Completed forms should be returned to the relevant person(s) both electronically and in hard copy, as indicated in the Table above.

For Office Use Only: Date of Receipt:

Student Complaints Procedure – LEVEL 2 – SCF2

Please read the Student Complaints Procedures guidelines carefully before completing this form.

1. Name of Complainant:

2. Program Title:

3. Student Address:

4. Email Address:

5. Contact Telephone Number:

6. Details of Complaint: (please ensure that all relevant details are provided here, including the date, time and place of the incident, if relevant. Attach additional sheets, if required).

7. Please outline any *informal and formal* steps taken to resolve this complaint. (Attach additional sheets, if required). Please attach a copy of form SCF1.

8. Reason for dissatisfaction with the outcomes of Stage 1 of the Formal Complaints Procedure.

I, the undersigned, fully understand that a copy of this completed form may be provided to any member of staff who is the subject of this complaint or who may be otherwise involved.

Signed: _____

Date: _____

Completed forms should be returned to the relevant person(s) both electronically and in hard copy, as indicated in the Table above.

For Office Use Only: Date of Receipt: