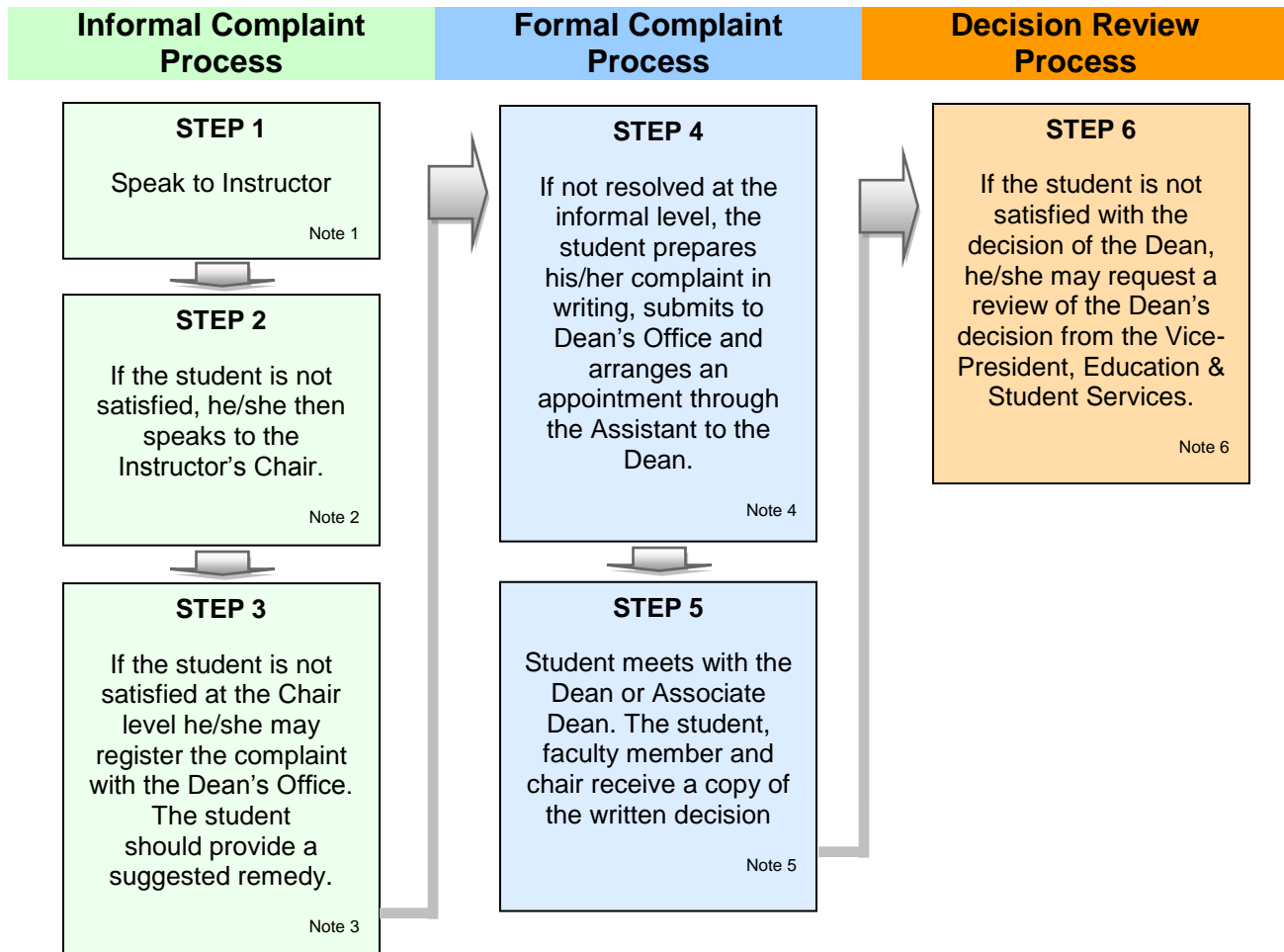


Camosun College

Student Complaint Process

The Student Complaint Process is designed to handle student complaints other than those involving grade and formal human rights complaints. Appeals related to final grades and student conduct matters are handled through the College's Student Appeal Policy. Formal allegations of discrimination or harassment fall under the College's Human Rights Policy.



Notes:

1. Students are encouraged to talk to the instructor first in order to resolve the issue.
2. If the student is not satisfied at Step 1 or if the circumstances of the complaint make it difficult or impossible to meet with the instructor, the student should take his/her complaint to the Departmental Chair. The Chair will meet with the instructor or the instructor and the student together if appropriate, to discuss the complaint. If the instructor is the Departmental Chair, the student should take his/her complaint to the Associate Dean. Although not required at Step 2 the student is encouraged to summarize briefly their complaint in writing for discussion with the Chair or Associate Dean.
3. The student may meet with the Dean or Associate Dean without preparing his or her complaint in writing. However, the complaint will not proceed through the formal process if the student does not provide the complaint in writing giving relevant details. [To provide timely response to student complaints either the Dean or Associate Dean, whoever is available, will act on behalf of the Dean's Office.] The student should make a recommendation of a suggested remedy.
4. A copy of the formal complaint will be provided to the faculty member.
5. The Dean or Associate Dean will meet with the student to explain the decision if the student is available. The student will receive the decision of the Dean or Associate Dean in writing. A copy of the written decision will be forwarded to the faculty member and department chair.
6. If the student is not satisfied with the decision of the Dean, he or she has one week (7 calendar days) to deliver to the Vice President – Education and Student Services, a letter requesting a review of the Dean's decision, with the complaint in writing attached.