

Alexander College Student Dispute Resolution Process and Procedure

Last Modified February 8, 2022

Statement of Purpose

Alexander College students have expectations of the school that are not always met to their satisfaction, or sometimes notice areas where the college could strive for improvement. When this occurs, students have a responsibility to let the college know when they have identified these opportunities for development. Similarly, the College maintains an obligation to respond to student Complaints that are received through official channels.

AC provides students with the following process for expressing concerns and for investigating the legitimacy of these Complaints. The official process, as outlined below, must be followed in order to receive and address these concerns.

Initiating Process

When an AC student feels the need to formally document her or his concerns, the following process must be used:

1. The student accesses an official Complaint Report Form on the Student Advocacy module of the Alexander College website (<https://alexandercollege.ca/student-success/office-of-student-affairs/complaints/>) and fills it out completely. An incomplete form will not be processed.
2. The student submits the completed form in an electronic format to the Student Advocacy email address (studentadvocacy@alexandercollege.ca).
3. A Student Advocacy Officer (SAO) enters the concern in the database for tracking and submit to the Director of Student Affairs (DSA).
4. If the student submission concerns a faculty member, the DSA summarizes the circumstances and content of the form and electronically forward the original form and summary to the Dean's Office (DO) and appropriate Department Head. If the concern is related to technology or facilities, it is forwarded to the Director of Campus Operations (DCO). If it is in relation to a staff member the concern is forwarded to the Vice President of Marketing in charge of Human Resources.
5. The DSA checks the database for similar submissions. If there is history with any party involved in the submission, the DSA notes it in the summary.
6. The SAO contacts the student to inform them that the form has been received and is being reviewed.

Complaint Related to Faculty

1. The DO and Department Head analyze the original concern, summary and then analyze the history if relevant.
2. If no merit to the submission is found, the Department Head sends a no merit email to the instructor.

3. If possible, merit is found in the concern, the Department Head meets with the instructor, drafts a report of the meeting and copies the Instructor, DO, HR and DSA with recommendations on whether or not to follow up with action.
4. The DSA follows up with the Instructor, Department Head and DO to let them know when they will be meeting with the student to finalize the process.

Complaint Related to IT and Facilities

1. The DCO receives the document(s) from the DSA and then analyzes the original submission, summary and history if relevant.
2. The DCO meets with IT or Facilities as appropriate, drafts a report of the meeting and copies IT Manager, HR (if appropriate) and DSA with recommendations on whether or not to follow up with the student.
3. The DSA follows up with the DCO to let them know when they will be meeting with the student.
4. DSA writes a report about the student meeting and any action taken, files it with DCO and enters action into the database.

Complaint Related to Staff

1. The Vice President of Marketing / HR receives the documents from the DSA then analyzes the original submission, summary and history.
2. The VP meets with the staff member, drafts a report of the meeting and copy the staff member, HR and the DSA including follow up action with the student. The report is then filed with HR.
3. The DSA follows up with the VP to let them know when they will be meeting with the student.
4. The DSA files the report with HR, VP Marketing and then adds the action to the database.

Follow Up Actions

In all situations, the DSA offers to meet with the student and communicates the outcome of the complaint in writing by email or in person to the student's satisfaction; the DSA also writes and files a report with the relevant supervisor.

The outcome of these interviews with the student and relevant department are scrutinized and, where appropriate, action is taken by Alexander College administration. When the above processes are entirely complete (and if merited throughout) explanatory comments by the person managing the submission that could be germane to the final action should be entered into the database along with dates and other important information. These details are processed by the DSA for annual reporting procedures.

Appendix

Student Complaint Form

APPENDIX A

COMPLAINT REPORT FORM

Alexander College believes strongly in the principles of natural justice and student self-advocacy

The purpose of this form is for students to report complaints to the College, so that an acceptable resolution can be established.

Student Name	Student ID
Address	City
Telephone #	Email

Instructions:

- Briefly identify the reason you are submitting your complaint. Please use the back of this form if more writing space is needed.
- Attach supporting evidence, if applicable.
- Submit this form and supporting evidence to Student Advocacy by email: studentadvocacy@alexandercollege.ca.

What is your complaint regarding?
Describe your complaint in detail:
Student Signature Date