

1 INTRODUCTION

In keeping with its commitment to academic excellence, George Brown College is proud to offer students high-quality programs and courses delivered by highly qualified and dedicated faculty members. George Brown College places a strong emphasis on providing students with learning experiences of the highest caliber.

The College assures students that any concerns they have about their educational experience are dealt with in a responsive and timely manner. Concerns regarding educational experience in the classroom that are not covered by other College policies (e.g., harassment or discrimination issues are covered by the *Prevention of Discrimination and Harassment Policy*) are covered by this policy.

This policy concerns student complaints about pedagogical issues and the quality of the students' educational experience.

2 PROCEDURES FOR INVESTIGATING A COMPLAINT

Students who have concerns about the quality of education should approach their faculty member. If they are unable to talk to him/her or the issue is unaddressed, students may contact the Chair directly. If they disagree with the Chair's decision, they may appeal to the Dean.

The process for initiating a complaint and the follow-up investigation is outlined below.

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| Student | <ol style="list-style-type: none">1. Approach the relevant faculty member and either outline concerns in person or in writing. (If a written letter is provided, retain a copy of the letter).2. If unable or unwilling to approach the faculty member, or where concerns remain unaddressed by the faculty member, approach the Chair/Director of the department director or contact Student Affairs or the Student Association, who will provide guidance with the resolution. |
| Chair | <p>Within a 1 - 2 week period</p> <ol style="list-style-type: none">3. Hear the student complaint and if necessary, ensure the complaint is prepared in writing (either by him/herself or the students) and have the complainant sign that version. |

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| Chair | <ol style="list-style-type: none">4. Investigate the merits of the complaint (which could include detailed, in-depth discussion with the faculty member, the complainant or other students, or any other investigation method deemed appropriate by the Chair).5. Identify the appropriate person to address the complaint.6. Notify the students of the status of the complaint process.7. If required, bring the faculty member and students together to discuss the situation to clarify the complaint (Section 4).8. If the complaint has merit, work out a resolution with the faculty member and advise the student.9. If the complaint lacks merit (e.g., if students have not regularly attended class or completed assignments, or cannot identify a specific area of concern), inform the students and provide reasons why a further investigation will not occur.10. Students who disagree with the Chair's assessment of the complaint may escalate their concerns to the Dean. |
| Dean | <p>When Complaint Is Received</p> <ol style="list-style-type: none">11. Investigate the situation.1. If complaint has merit, resolve the complaint according to Section 2 (the Dean will act in the role of the Chair).2. If the complaint is not merited, the Dean will inform the student and the matter will end. |

3 PROCEDURES TO RESOLVE THE COMPLAINT

When required, the Chair or Dean proceeds with student/faculty meetings as outlined below.

3.1 Meeting With Faculty Member

If the Chair/Dean feels the student's claims have merit and the initial attempts have not been able to resolve the complaint and the complaint does not fall under another College policy, he/she will:

1. Arrange a meeting with the faculty member in order to resolve the complaint. (The faculty member is entitled to be accompanied by his/her union representative at the meeting. Although not mandatory, it is strongly suggested that the union representative attend. The student presenting the complaint will not attend this meeting.)

During Or Prior To Meeting

2. Provide the faculty member with a detailed summary of the student's complaints. (There may be a series of meetings to discuss the issues.)
3. Give the faculty member an opportunity to address the specific concerns, and together develop a strategy to rectify the situation.
4. Establish a follow-up timeframe (e.g., after 3 classes or an agreed upon period of time) at which time the faculty member is to report on how the situation is progressing.

After the Meeting

5. Notify the students that his/her complaint has been discussed with the faculty member and ask the students to report whether the situation has improved after the agreed timeframe.
6. Follow-up with faculty member or students if they fail to provide feedback after the required timeframe.

3.2 Student and Faculty Member Forum

If the situation is not resolved, the Chair may:

1. Convene a forum where students can express their issues in person to the faculty member. (In these situations, the faculty member may be accompanied by his/her union representative, and the students may be accompanied by someone from Student Affairs or the Student Association.)
2. Ensure that the forum is conducted in a respectful and professional manner.
3. Meet with the faculty member to discuss the issues raised at the forum.
4. Jointly develop a strategy to rectify the situation and establish a time frame to resolve the complaint.
5. Follow up with the faculty member and the complainant, as described above, to make sure the situation has been resolved.

3.3 Further Investigation

If the problem has not been resolved, the Chair may be required to further investigate the situation. If it becomes apparent that the complaint is an issue of management or discipline, the Chair will engage in appropriate activities to address the situation. Such activities may include training activities for the faculty member. In the case of a management issue (chronic lateness, absenteeism, etc.), the progressive discipline process may be invoked (as described in the Human Resources Manual).

In this case, the Chair will report to the students that the complaint has been investigated and is being addressed. The Chair must not provide specific details of the actions taken, as this would violate the faculty member's right to confidentiality in a personnel matter.

4 DISAGREEMENT ABOUT THE VALIDITY OF A COMPLAINT

If the faculty member disagrees with the Chair or Dean's assessment of a complaint, the faculty member is entitled to recourse, according to the terms of the collective agreement.
