

STUDENT COMPLAINTS POLICY

1. Policy

The Student Complaints Policy is used to inform and assert individual student rights and responsibilities. Cambrian at Hanson ('Hanson') will use this policy as a guide on procedures handling complaints made by students. This is to ensure fairness and consistency in all matters relating to student complaints while respecting the law, preserving academic freedom, and respecting individual human rights. Hanson will exercise care to protect and respect the rights of both the Complainant and the Respondent.

It is important to note that complaints may be made regarding an alleged violation that has taken place on the premises of Hanson, either rented or owned, or on other premises in the course of any Hanson sponsored activity or event, where the complainant is directly affected by the conduct in question.

2. Scope

This policy applies to all Cambrian at Hanson students and all Hanson staff and faculty members. The following related complaints can be filed under this policy:

- 2.1.** Complaints relating to conduct. For example, misconduct breaching Hanson's Code of the Conduct policy, such as experiencing or witnessing discrimination, harassment, and/or bullying;
- 2.2.** Complaints relating to academic decisions, such as complaints alleging unfair or inequitable academic treatment. These complaints can also be filed under the Academic Grievance policy.

Complaints relating to sexual violence and related sexual conduct must be filed under the Sexual Violence policy.

3. Definitions

Complainant A Cambrian at Hanson student who makes or files a complaint under this policy. To file a complaint under the Student Complaints policy, the Complainant must be a student.

Respondent Someone against whom a complaint has been made. Can be anyone such as a student, staff, faculty member, or visitor.

4. Consultation Process for Complaints

Any student who believes that they have experienced or witnessed discrimination, harassment and/or bullying should contact the Campus Director or designate for assistance in resolving the matter in a confidential and respectful manner:

Brampton campus:	Heather Garland, Campus Director 905-791-7555 ext. 2001 heather.garland@canadahanson.com
North York campus:	Manny Bassi, Campus Director 905-977-8188 ext. 3001 manny.bassi@canadahanson.com

The Campus Director or designate will coordinate with the Student Services Office as necessary. See Appendix B for further details.

5. Student Rights

- 5.1. Each complainant has the right to make oral submissions of the complaint.
- 5.2. Each complainant has the right to have a person make an oral submission on his/her behalf.
- 5.3. Complainants have the right to have a person present with them at all stages of the complaint proceedings and to have a representative of their choosing.
- 5.4. A complainant has the right to withdraw a complaint at any stage in the process.
- 5.5. A complainant has the right to be provided a copy of the complaint, any submissions filed, and any decisions made in regards to the complaint.

6. Procedures for Student Complaints

6.1. Informal (Personal) Resolution Stage

- 6.1.1. If safe and possible, it is recommended that in all but the most serious cases, the Complainant attempts to informally resolve the issue at hand with the person causing the offence before deciding to file a formal complaint under this policy.
- 6.1.2. Any student who believes that they have experienced or witnessed discrimination, harassment, and/or bullying should keep a personal record or the details of any alleged incidents of discrimination, harassment and/or bullying, including:
 - Date, time, and location of incident
 - Name of any other person(s) involved
 - A detailed description of the incident
 - The effect of the incident
 - Names of any witnesses and their contact information
 - Action taken including any person to whom the incident has been reported and
 - Any attempts at informal (personal) resolution.

It is important that such a record be kept for each incident and that it is made as soon as possible after the event. Such records can be brought to the Student Services Office when seeking advice and assistance in resolving the matter.

6.1.3. Where:

- An attempt at informal (personal) resolution does not succeed;
- The behavior continues;
- The behavior is more of a serious nature than can be dealt with by personal resolution; or
- Personal resolution is not appropriate to the specific case,

then the student should make a Formal Complaint to the Student Services Office. The Student Services Office will document and retain all contact information as confidential documents.

6.2. Formal Resolution

6.2.1. Filing a Formal Complaint

- 6.2.1.1. To file a formal complaint under this policy, the student Complainant can fill out the Student Complaint Form and submit it to the Student Services Office. **All formal complaints requesting formal resolution must be made in writing.**
- 6.2.1.2. Students also have the opportunity to make oral submissions and to have a person of their choosing to make complaint submissions on their behalf. However, the Student Complaint form must also be filled out in addition to the oral complaint and filed in the Student Services Office for record-keeping.
- 6.2.1.3. The student Complainant must fill out the form accurately and honestly. Any misrepresented/false complaints will have consequences for the Complainant. If the student needs assistance describing what he/she experienced, a staff member can be appointed to provide support.

6.2.2. Review of the Formal Complaint

- 6.2.2.1. On receiving a formal complaint, the Student Services Office will determine if:
- the allegations fall within this policy;
 - there are any safety risks and health concerns that require immediate attention.
- 6.2.2.2. The decision on whether or not to proceed with Formal Resolution shall be made by the Campus Director after consultation with the Complainant.
- 6.2.2.3. If the decision is not to proceed, the Complainant shall be notified in writing and provided with information on his/her rights to appeal this decision as outlined in this policy.
- 6.2.2.4. If the decision is to proceed, the respondent shall be notified within five (5) working days of receipt of the formal complaint.
- 6.2.2.4.1. The Respondent shall be provided with details of the complaint and advised of the procedure to be followed in the resolution of the complaint.
- 6.2.2.4.2. An Investigator will then be appointed by Hanson to investigate the complaint. The Investigator shall respect the confidentiality of all parties and shall be impartial in the exercise of his/her functions.

6.2.3. Resolution of the Formal Complaint

- 6.2.3.1. A committee of staff members will be appointed to resolve this complaint.
- 6.2.3.2. The committee will review the relevance and severity of the complaint and will evaluate the next course of action. If more information is needed, Student

Services may be requested to speak further to the student(s) involved in the complaint.

- 6.2.3.3.** The Complainant and Respondent are permitted to have a person present with them at all stages of the formal resolution.
- 6.2.3.4.** The resolution process will take up to fifteen (15) working days.
- 6.2.3.5.** There will be reasonable endeavours to ensure the student(s) will receive the school's response on time. However, this length of time will depend on the seriousness of the complaint. Hanson will ensure that the complaint is addressed as soon as possible.

7. Communications of the Decisions Taken

- 7.1.** Within fifteen (15) working days of receiving the Investigator's report, Hanson is to render a decision. Hanson's review of the decision will take into consideration the Investigator's report, the record of the complaint, and all circumstances and contexts regarding the complainant and respondent.
- 7.2.** All decisions will be communicated in writing to the Complainant and Respondent.
- 7.3.** If disciplinary action is taken and subsequently overturned by a higher authority or by grievance and arbitration procedures, the Complainant, the Respondent, and the Student Services Office shall be notified.

8. Records of Complaints Resolved Formally

A record of every formal complaint will be maintained by the college at the Student Services Office for a period of at least three (3) years following the date of the decision of the complaint review. The record shall include a copy of the complaint and any submission documents, decisions, and disciplinary actions filed with the complaint. Complainants have the right to receive a copy of this record from the college.

9. Appeals

- 9.1.** A student may seek appeal through the process relevant to their situation:
 - Hanson's Academic Grievance Procedure
 - 'Discipline Appeal' process in Hanson's Student Misconduct Procedures Guide
- 9.2.** Complainants may also seek appeal through the Campus Director or designate.

10. Confidentiality

Cambrian at Hanson respects the privacy and confidentiality of all persons. The confidentiality of all persons involved in a complaints procedure must be strictly observed, including the Complainant, Respondent, and witnesses, by restricting routine access to information to individuals with a need for such access and by providing training to those who are regularly involved in the administration of complaints. All records of complaints and related documentation will be filed in a confidential manner, in accordance to the Freedom of Information and Protection of Privacy Act.