

Student Complaint Process

Robertson takes student concerns very seriously and works toward a resolution which will be acceptable for all parties involved.

Complaint guidelines

Here are some guidelines about the complaint process (based on the Student Concern and Complaint Policy):

- The complaint or concern should be submitted within a month of the situation or incident.
- The College will respond to the complaint in a timely manner (within 5 working days of receiving the complaint)
- The complaint is confidential: information will only be shared with individuals on an as needed basis and in accordance with the Student Complaint Policy.
- Robertson College will take immediate measures to ensure the safety of the individual(s) involved and the Robertson College community and interests when safety is a factor.
- Persons who submit intentionally dishonest complaints are subject to disciplinary action through the Disciplinary Action Policy.

Complaint Process

Once you have submitted a complaint, this is what you can expect:

- The Manager that you submitted the complaint to (by email) will contact you within 5 working days. They may have some additional questions for you regarding the complaint.
- The Manager will review the complaint and speak with other individuals involved (if any).
- The Manager may consult with other College team members, including a formal Complaint Consultation group.
- The Manager will provide you with a suggestion for the resolution of the issue or situation.
- The complaint and the resolution are confidential. The Manager may ask you to sign a confidentiality agreement regarding the complaint.

Complainants have the right to appeal the resolution through Robertson's [Appeal Policy and process](#).

Student Complaint Form

Please complete the following questions regarding your complaint. Please provide as much detail as possible including names of involved parties, location.

NAME	
CONTACT INFORMATION	
PROGRAM	
CAMPUS	
TYPE OF COMPLAINT What is the complaint about? Here are some examples: <ul style="list-style-type: none"> ● Course or program ● Instructor ● Student Finance ● Admissions ● Another student If it is about something else, please be specific.	
NAME OF ALL INVOLVED	
DETAILS OF THE CONCERN/ COMPLAINT (Please be as specific as you can, including the dates and times that are related to the situation, if applicable)	
TODAY'S DATE	



Once this form is completed, return it to Manager of Operations:

School of Health Betty-Anne Smith (betty.anne.smith@robertsoncollege.ca)

School of Business, Technology and Community Services Shawna Harline
(shawna.harline@robertsoncollege.ca).

You will receive a reply within 5 business days and your complaint will be addressed.