

## STUDENT CONCERN AND COMPLAINT POLICY

Classification:	Student
Responsible:	Managers, Directors, Vice Presidents
Executive Sponsor:	Vice President, Product & Operations
Approval Authority:	Robertson College Leadership Team
Date First Approved:	November 18, 2021
Date Last Reviewed:	N/A
Scheduled Review Date:	November, 2023, or as needed

### A. PURPOSE

The Concern and Complaint Policy provides a transparent, fair and timely process through which Robertson student complaints can be addressed and resolved. Complaints about the academic experience, services or another student raised by students shall be addressed in a way which respects the rights of all parties and which leads to the timely resolution of the complaint. The policy is in accordance with Section 5 (g) of the Private Vocational Training Regulation of Alberta regarding student complaints.

### B. SCOPE

This Policy applies to all Students who are enrolled in full-time or part-time studies, or microcredentials with Robertson College. The policy applies to college-related activities both on and off of the Robertson Campus, including online activities.

### C. DEFINITIONS

Term	Definition
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Advisor	<p>An Advisor is an individual who will help prepare for and provide support throughout the complaint process to either the Appellant or Respondent.</p> <p>The advisor may be an individual at Robertson College, such as a team member who is supporting the student. The Advisor may not be another Robertson student.</p> <p>The Advisor may be an individual outside of the college who is supporting the student.</p>
Complainant	A complainant is the individual who submits a complaint.
Complaint	<p>A complaint is a statement that a situation is unsatisfactory or unacceptable. This may be with regard to an academic or non-academic situation or with regard to the conduct or actions by a member of Robertson College which impedes the Complainant's ability to study, learn or work.</p> <p>Complaints that are with regard to an academic or non-academic decision should follow the Appeals Policy.</p> <p>Complaints that are with regard to sexual violence or harrassement should follow the Sexual Violence Policy.</p>
Review Consultation Body	The Investigative Administrator will review the complaint and determine whether additional consultation is needed to resolve the complaint. Consultation may be through a formal body such as the Student Review Committee, or an ad hoc consultation group. Consultation may also be with an informal group as determined by the Investigative Administrator.
Investigative Administrator	The Investigative Administrator is the individual who will oversee the complaint investigation. Generally, this is the Manager

	of the School in which the complainant's program of study resides.
Respondent	The Respondent is any individual who is named within a complaint.
Retaliatory Harassment	Retaliatory Harassment is an intentionally adverse action taken for revenge, reprisal or injury to an individual or group.

## D. POLICY

The Concern and Complaint Policy provides a transparent, fair and timely process through which Robertson employees and administration can address and resolve complaints.

### 1. GUIDELINES

- 1.1 Robertson College will follow all provincial and federal laws relating to higher education and employment.
- 1.2 Individuals involved in a complaint have the right to a prompt investigation and resolution of the complaint.
- 1.3 Both the Complainant and Respondent (if any) have the right to a safe and respectful environment.
- 1.4 Robertson College will take immediate measures to ensure the safety of the Robertson College community and interests when safety is a factor.
- 1.5 Persons who submit intentionally dishonest complaints are subject to disciplinary action through the Disciplinary Action Policy.
- 1.6 When possible, the complaint should be made within a reasonable amount of time after the incident or situation in question. As a guideline, within a month from the situation or incident.

### 2. COMPLAINT PROCESS

Robertson College acknowledges that during their time at the college, situations may arise that a student finds unsatisfactory or unacceptable. This includes problems that arise between individuals within the Robertson community.

- 2.1 Complaints that do not involve other individuals in the Robertson community
  - 2.1.1 A student who would like to file a complaint regarding any aspect of their experience at the college should complete the Complaint form.
  - 2.1.2 Complaints will be overseen by the appropriate leader or their designee who is designated as the Investigative Administrator.
  - 2.1.3 The Investigative Administrator will conduct an primary inquiry that includes but is not limited to risk to College, remediations and accommodations sought by the Complainant.
  - 2.1.4 The Investigative Administrator will decide how to proceed with the resolution of the complaint:
    - 2.1.4.1 Resolution by the Investigative Administrator:  
The Investigative Administrator may resolve the complaint through informal consultation with college teams and discussion with the complainant and other individuals involved in the complaint.
    - 2.1.4.2 Discussion and review by a formal consultation body:  
If the Investigative Administrator determines that discussion and review is required, the Investigative Officer will bring the complaint to the Complaint Consultation Body for discussion and the Complaint Consultation Body will make a recommendation regarding resolution.
- 2.2 Complaints that involve other individuals within the Robertson Community
  - 2.2.1 Individuals are encouraged to work to resolve differences with one another as a first attempt whenever appropriate.
  - 2.2.2 A Complainant may choose to participate in informal dispute resolution including but not limited to;
    - a. directed conversation
    - b. mediation
    - c. advice around how to resolve the problem.
  - 2.2.3 The Complaint Policy is designed for cases where this approach has not been successful or is not appropriate.
  - 2.2.4 Individuals submitting a complaint are encouraged to report promptly with the knowledge that a significant lapse in time

can impact memory, key witnesses, and other time-sensitive factors.

- 2.2.5 Individuals have the right to file an allegation with law enforcement or other agencies.
- 2.2.6 Students who would like to file a complaint should complete the Complaint Form.
- 2.2.7 Complaints will be overseen by the appropriate leader or their designee who is designated as the Investigative Administrator.
- 2.2.8 If the complaint is leveled against an individual who would normally serve as the Investigative Administrator, another appropriate individual will be assigned to the role.
- 2.2.9 The Investigative Administrator will conduct a primary inquiry that includes but is not limited to willingness to participate by both parties, risk to College, remediations and accommodations sought by the Complainant.
- 2.2.10 The Investigative Officer will bring the complaint to the Complaint Review Committee for further investigation and discussion and the Complaint Review Committee will make a recommendation regarding resolution.
- 2.2.11 The length of the investigation process will vary widely based on the complexity of the complaint investigation process.

### 3. ADVISORS

- 3.1 Individuals involved in a complaint process have the right to an Advisor who will help them prepare for and provide support throughout the complaint process.
- 3.2 Advisors must not have a conflict of interest with either party (if applicable) or with the investigation itself. The Robertson College Leadership Team has the right to determine if a conflict exists.
- 3.3 Advisors may provide support to parties involved in the process, but may not actively participate with, communicate with the Complaint Review Committee, interrupt, or interfere with the complaint process.

### 4. INVESTIGATIVE GUIDELINES

- 4.1 Robertson College is committed to a fair, prompt, equitable, and impartial investigation process.

4.2 If the complaint involves multiple parties, each party involved in the grievance

- a. will be given notice of allegations against them
- b. allowed to respond to evidence against them
- c. allowed to submit new evidence and witnesses
- d. receive communication of the outcome of the investigation and any outcomes/remedies.

4.3 Either party may choose not to participate in the investigation. Parties who do not participate waive the right to information shared within the investigation and waive the rights to participate in an appeals process.

## 5. INVESTIGATIVE REVIEW COMMITTEE

5.1 The Investigative Review Committee will complete an investigation of the complaint in keeping with Robertson policy and the Investigative Guidelines outlined above.

5.2 The Investigative Review Committee will evaluate the evidence and draft a preliminary report which will be shared with the Investigative Administrator.

5.3 The Investigative Administrator will review the draft report and either provide guidance around additional evidence needed or approve the report.

5.4 The Investigative Review Committee will continue the investigative pending report approval by the Investigative Administrator.

## 6. DISCIPLINARY ACTIONS

6.1 If applicable, disciplinary action with regard to students involved in the complaint will be taken in accordance with the Disciplinary Action Policy

6.2 If applicable, disciplinary action with regard to Robertson staff or instructors involved in the complaint will be taken in accordance with Robertson Human Resources Policies for staff and instructors. Information related to the action will be included in the Employee or Contractor personnel file.

## 7. COMPLAINT WITHDRAWAL

- 7.1 The Complainant may withdraw a complaint at any point in the process.
- 7.2 Robertson College reserves the right to investigate and take appropriate measures to protect the community and interests of Robertson College.

## 8. APPEALS PROCESS

- 8.1 The complainant or individuals involved in the complaint may appeal the decision with regard to the complaint through the Appeals Policy and Process.

## 9. CONFIDENTIALITY

- 9.1 All information relating to an incident will be confidential to all parties.
- 9.2 Information relating to the complaint and the resolution of the complaint must be kept confidential by the Complainant. In the resolution of the complaint, the Investigative Administrator may require the complainant to sign an agreement about this confidentiality.
- 9.3 Information relating to an incident will be disclosed only as reasonably necessary for investigation, disposition, or as required by law.

## 10. PROTECTION FROM RETALIATION

- 10.1 This policy prohibits retaliation against anyone who makes a complaint in good faith.
- 10.2 Retaliation will be considered a serious violation of this policy and will be subject to disciplinary action.

## E. RELATED LEGISLATION

[Private Vocational Training Act and Regulations](#) (Alberta)

## F. PROCEDURE

Action	Responsibility
<p>REPORTING</p> <p>A student who would like to file a complaint completes and submits the Student Complaint form</p>	Student
<p>INVESTIGATION AND RECOMMENDATION FOR RESOLUTION</p> <p>The Investigative Administrator will conduct a preliminary inquiry into the complaint and proceed with a resolution and/or bring the complaint to the Complaint Review Committee for discussion and recommendations according to the guidelines in this policy.</p>	<p>Investigative Administrator</p> <p>Review Consultation Body (as needed)</p>
<p>DOCUMENTATION</p> <p>Documentation of the complaint, investigations, and findings will be recorded and kept in the appropriate file.</p>	Investigative Administrator
<p>APPEAL</p> <p>Any parties involved in the complaint may appeal the decision through the Appeals Policy and Process.</p>	<p>Complainant</p> <p>Respondent</p>

## G. RELATED POLICIES

Disciplinary Action Policy  
Sexual Violence Policy  
Student Appeals Policy



H. RELATED MATERIALS AND DOCUMENTATION

[Student Complaint Report Form](#)

**Approved by:** Leadership Team

**Date:** November 18, 2021

**Signatures:**



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