

Policy Number	4.7
Approval Body	Executive Committee
Policy Officer	VP Academic + Provost
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## 4.7 STUDENT COMPLAINTS

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### ENABLING LEGISLATION + LINKED POLICIES

*Collective Agreements*

*Laws of General Application*

### OBJECTIVE

The objective of this policy is to establish a process for handling student complaints.

### SCOPE

This policy applies to student complaints regarding instruction, services, employees, other students or Emily Carr University of Art + Design (University) policies. This policy does not include complaints about grades (for complaints regarding grades, see Student Grade Appeal policy 4.5).

### POLICY

1. The University is committed to providing its employees and students with the best possible environment for working and learning. The University recognizes that occasionally students may decide to complain about instruction, services, employees, other students or policies.
2. In order to protect the rights of all concerned, procedures to deal with these matters are outlined below.
3. Every University employee has an obligation to report any information that is important to the safety and security of the University, its students and employees.
4. Collective Agreements supersede these procedures and, should employees be involved in the complaint, their respective employee associations may be advised and consulted according to Collective Agreements.
5. Unidentified complaints will not be considered under these procedures.

### PROCEDURES

#### STEP 1

Normally, the first attempt to resolve a complaint is directly with the instructor, administrator or other employees or students directly involved. Any person receiving such a complaint should encourage the complainant to attempt informal resolution with that individual.

**STEP 2**

If the matter is not resolved at Step 1, the complaint may be referred to the Administrator responsible. The Administrator should attempt informal resolution.

**STEP 3**

If the matter is not resolved at Step 1 or 2, and the complainant chooses to proceed to Step 3, the complaint must be submitted in writing and signed by the complainant. The Administrator will assure that all parties will be heard, that the information will be restricted to the people who need to know and that the fact of complaining will have no adverse consequences on the status of the complainant in his/her course of program of studies. A copy of the complaint will be made available to the respondent.

**STEP 4**

If a party to the complaint is not satisfied with the Administrator's decision he/she may refer the matter in writing to the Director of Student Services. The Director of Student Services may ask for further written submissions, and/or hold a hearing or meeting, or retain the services of an external investigator.

**STEP 5**

If a party to the complaint is not satisfied with the Director of Student Services decision, he/she may refer the matter in writing to the President within five (5) working days of the Director of Student Services decision. The President's decision will be final.