

<b>Policy Title:</b>	Student Complaints		
<b>Category:</b>	<input type="checkbox"/> Institutional - Board	<input checked="" type="checkbox"/> Academic - Administrative	
	<input type="checkbox"/> Institutional - Administrative	<input type="checkbox"/> Employment - Administrative	
<b>Approved by:</b>	<input type="checkbox"/> Board	<input checked="" type="checkbox"/> President	
<b>Date approved:</b>	May 26, 2022	<b>Effective date:</b>	May 26, 2022
<b>Policy Sponsor:</b>	Vice President, Administration and Finance	<b>Date last reviewed:</b>	May 26, 2022
<b>Date of Mandatory Review (expiry date)</b>	May 2027	<b>Date of last revision of Procedures</b>	May 26, 2022

## 1 POLICY

CMCC provides a student complaint process to effectively and fairly address complaints brought forward about any aspect of the student experience. This policy provides two avenues for pursuing a complaint: An Informal Complaint Process and a Formal Complaint Process. Students are encouraged to seek resolution through the Informal Complaint Process first by discussing the concern with the relevant party. If it is not possible to resolve the complaint informally, or the student prefers to move directly to the Formal Complaint Process, they may do so by completing and submitting the Student Complaint Form available at the end of this document.

1. CMCC is committed to addressing student complaints in a fair and timely manner.
2. CMCC has various policies dealing with student complaints in specific areas and/or situations. For students filing a complaint in any of the categories listed below, that policy including any timelines specified in it, must be followed, therefore the policy and procedures outlined in this document do not apply:

<b>Academic</b>	<b>Non-Academic</b>
Academic Appeals <a href="https://www.cmcc.ca/about-cmcc/documents/public-policies/academic-appeals.pdf">https://www.cmcc.ca/about-cmcc/documents/public-policies/academic-appeals.pdf</a>	Code of Conduct <a href="https://cmcc.ca/about-cmcc/documents/public-policies/code-of-conduct.pdf">https://cmcc.ca/about-cmcc/documents/public-policies/code-of-conduct.pdf</a>
Examinations – Supplemental <a href="https://www.cmcc.ca/about-cmcc/documents/public-policies/Examinations-Supplemental.pdf">https://www.cmcc.ca/about-cmcc/documents/public-policies/Examinations-Supplemental.pdf</a>	Sexual Violence, Assault & Harassment <a href="https://www.cmcc.ca/about-cmcc/documents/public-policies/sexual-violence-assault-and-harassment-policy.pdf">https://www.cmcc.ca/about-cmcc/documents/public-policies/sexual-violence-assault-and-harassment-policy.pdf</a>
Grades/Examinations – Re-read <a href="https://www.cmcc.ca/about-cmcc/documents/public-policies/examinations-re-read.pdf">https://www.cmcc.ca/about-cmcc/documents/public-policies/examinations-re-read.pdf</a>	Student Code of Conduct: Regulated Practice <a href="https://www.cmcc.ca/about-cmcc/documents/public-policies/student-code-of-conduct-regulated-practice.pdf">https://www.cmcc.ca/about-cmcc/documents/public-policies/student-code-of-conduct-regulated-practice.pdf</a>
Student Code of Conduct: Academic <a href="https://www.cmcc.ca/about-cmcc/documents/public-policies/student-code-of-conduct-academic.pdf">https://www.cmcc.ca/about-cmcc/documents/public-policies/student-code-of-conduct-academic.pdf</a>	Workplace Violence and Harassment <a href="https://www.cmcc.ca/about-cmcc/documents/public-policies/workplace-violence-and-harassment.pdf">https://www.cmcc.ca/about-cmcc/documents/public-policies/workplace-violence-and-harassment.pdf</a>

3. Retaliation against anyone who has made a good faith complaint is prohibited. Anyone who engages in reprisals or threats of retaliation may be disciplined.
4. Frivolous, vexatious and/or unsubstantiated complaints will not be tolerated and may result in disciplinary action.
5. To ensure that concerns are investigated fairly and thoroughly, anonymous complaints filed under this policy may not be taken forward unless determined by the reviewer.
6. In some cases, depending on the nature of the complaint, confidentiality of complaint and complainant may not be assured and disclosure may be required in the following circumstances:
  - a) an individual is at risk of harm to self or to others;
  - b) there is a risk to the safety of the CMCC and/or broader community;
  - c) there are reasonable legal or institutional grounds to believe that others at CMCC or in the community may be at risk of harm;
  - d) where disclosure is required due to a privacy breach;
  - e) where required by law.
7. If a student refuses, or is unable to submit a complaint in writing, CMCC may exercise its discretion and investigate the complaint accordingly.

## **2 PURPOSE**

To establish a process and an opportunity for students, without fear of reprisal, to raise concerns about the academic program, services or personnel in situations where a policy or procedure related to their concern is not already in place.

## **3 SCOPE**

All registered students.

## **4 INFORMATION AND COMPLIANCE PLANS (not a comprehensive list)**

- Council on Chiropractic Education Canada (CCEC) Program Standards for the Doctor of Chiropractic Program - Canada
- Council on Chiropractic Education (CCE) Accreditation Standards
- Postsecondary Education Quality Assessment Board (PEQAB) Handbook for Private Organizations

## **5 RELATED POLICIES (not a comprehensive list)**

- Academic Appeals
- Code of Conduct
- Discipline
- Examinations – Re-read
- Examinations – Supplemental
- Sexual Violence, Assault & Harassment
- Student Code of Conduct: Academic
- Student Code of Conduct: Regulated Practice
- Workplace Violence and Harassment

## 6 DEFINITIONS

Business Days are Monday through Friday (except for holidays).

CMCC community includes employees (including temporary workers, contractors, consultants, unpaid work experience students and volunteers), students and Board members.

Complaint refers to expressions, verbal or written, of a student's concern or dissatisfaction with their learning experience, services or personnel.

Complainant is an individual who has filed a complaint.

Formal Complaint begins when either the informal process has failed or the complaint has bypassed the informal complaint process. A formal complaint will be in writing and will follow a structured set of guidelines set out in the procedures section of the policy.

Informal Complaint is a resolution process that is a voluntary interaction between the complainant and the respondent. The process is intended to resolve the concerns at the earliest stage possible.

Reprisals include any act of retaliation that occurs because a student has complained or provided information about an incident. Reprisal also includes, but is not limited to intentionally pressuring a person to ignore or not report an incident; and/or intentionally pressuring a person to lie or provide less than full cooperation with an investigation of a complaint.

Respondent is an individual whom another individual(s) has accused of wrong doing.

Witness is an individual with relevant information to provide about the incident.

Vexatious means annoying, irritating, and distressing behaviour without a legitimate purpose.

<p><b>New Policy Approved (date):</b> December 16, 2021</p> <p><b>Policy Revision History (dates):</b> May 26, 2022</p>
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-----**END OF POLICY**-----

## 7 PROCEDURES

A student who is uncertain where to go to seek advice about addressing a complaint, should contact the Director, Student Affairs or Registrar.

### Informal Complaint

1. Students are encouraged to seek an informal resolution of the complaint through discussion by meeting with the individual(s) involved in the complaint.
2. If it is not possible to resolve the complaint with the individual(s), the student is encouraged to discuss the complaint with the Director of Education (in the student's respective year), Director, Student Affairs or Registrar who will help facilitate a resolution and provide support.

3. If the complaint is related to services, facilities or processes at CMCC, students may reach out the Director, Student Affairs or Registrar who will help facilitate a resolution and provide support.
4. If the informal process has been exhausted and the complaint remains unresolved, or the student prefers to move directly to the formal complaint process, please refer to the steps outlined below.

### **Formal Complaint**

5. Students wishing to file a formal complaint may do so by making an oral submission or by completing the Student Complaint Form presented at the end of this document and submitting the form via email to the relevant party as noted in the table below:

<b>Subject/Nature of Complaint</b>	<b>Send Student Complaint Form to:</b>	<b>An Appeal may be sent to:</b>
Instructor or Clinician	Director of Education (in the student's respective year)	Vice President, Academic
Academic Schedule		
Academic Content/Curriculum		
Staff and/or Administration	Director, Student Affairs or Registrar	Vice President, Administration and Finance
Services or Facilities		
Conduct of a classmate		

6. Students are required to email the completed Student Complaint Form to the appropriate party as noted above. The complaint must include the following:
  - a. your name and contact information;
  - b. a description of the issue including date, time and place of the occurrence;
  - c. name of witnesses (if applicable), an explanation of what they observed, and how to reach them;
  - d. supporting documentation/evidence of the misconduct, if available;
  - e. remedy sought;
  - f. your signature and date of submission.
7. Complaints must be submitted within 10 business days of the incident in question.
8. The party receiving the complaint will confirm receipt of the complaint via email within 5 business days.
9. The complainant may have a support person present at all stages of the proceedings and make submissions on their behalf.
10. The complainant and/or witnesses may be expected to attend a meeting(s) for further information related to the complaint.
11. The internal investigation may take up to 21 business days to complete. If delays are anticipated, complainants will be notified.
12. The complainant will be notified in writing of the internal investigation outcome no later than 21 days of the notice of receipt.

13. At any point during the formal process the complainant may withdraw their complaint, by notifying, in writing, the person to whom they submitted the completed Student Complaint Form.
14. If the complainant is not satisfied with the decision, within 5 days of receipt of a response, the complainant should forward a written statement via email to the Vice President, Administration & Finance or Vice President, Academic where applicable requesting a review of the decision including an explanation of the dissatisfaction.
15. The request for a review must include the original complaint submitted and the written response from the relevant party.
16. The Vice President, Administration and Finance or Vice President, Academic will review the decision and provide the student with a written response within 10 business days of receipt of the request for review.
17. The decision of the Vice President, Administration and Finance or Vice President, Academic is final.

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## 8 ATTACHMENTS

Student Complaint Form

## Student Complaint Form

Last  
Name: \_\_\_\_\_  
Student  
ID: \_\_\_\_\_  
Cell  
Phone: \_\_\_\_\_

First  
Name: \_\_\_\_\_  
Class of: \_\_\_\_\_

### COMPLAINT

Please describe the complaint: include the date, time, location, individual(s) involved, witness names and contact information, supporting documentation/evidence.

**DESIRED OUTCOME**

Please describe the remedy sought or desired outcome.

Did you attempt to resolve the complaint through the Informal Complaints Process?

Yes \_\_\_ or No \_\_\_

If yes, please describe below the steps you've taken and with whom, as well as the outcome.

**Prior to submitting this form, please be advised of the following:**

*To ensure that concerns are investigated fairly and thoroughly, anonymous complaints filed under this policy may not be taken forward.*

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Please submit to the relevant party within 10 business days of the incident. If you require support, please visit the [BeSafe](#) website for a list of resources. If you have any questions about this form or process, please contact the Director, Student Affairs or Registrar.**