

# Student Concerns/Issues Form

The College recognizes that disputes between students and members of the college community are bound to occur from time to time. Complaints should be raised as soon as possible after the occurrence giving rise to the complaint. A complaint must be made within 15 business days of the incident(s) except in extenuating circumstances which, in the opinion of the College, would justify an extension.

**PLEASE READ BEFORE YOU COMPLETE THIS FORM**

**Informal Process**

Students must deal directly with the person(s) and/or department perceived to be causing the problem. Many issues can be solved informally by this method. If assistance is needed at this stage, the College encourages students to consult with a third party, such as a counsellor at Student Services. If the individuals who are party to the dispute agree, the counsellor, as a neutral party, can act as a resource and provide support. Hopefully the majority of issues can be solved to your satisfaction at this early stage.

If the above strategy does not produce a satisfactory result, the student must pursue resolve through their school and meet with an appropriate faculty or Chair or the manager of the appropriate college administrative unit. Contact information for the supervisor can be obtained by inquiring at the Chairperson/Manager's office or with a counsellor. It is hoped that the assistance of these individuals can help resolve the issue(s) under dispute. Please keep written notes of your efforts to resolve the matter through the informal process.

**Formal Process – Office of the Vice President Student Affairs**

If, despite efforts to seek resolve under the informal process, the matter remains unresolved, or if the student is not in agreement with the outcome after meeting with the appropriate individuals, the student should submit a completed Student Concerns/Issues form to the Office of the Vice President, Student Affairs. The office of the Vice-President Student Affairs will contact the student within five (5) business days of receipt of the form to meet with the student and begin formal resolve of the issue. Please refer to the Student Concerns and Issues Policy and Procedure.

**Where to Direct Your Concern/Issue**

Academic Program, classroom or course related issues	→	Contact the Chair or Dean of your academic school.
Human Resources/Human Rights issues	→	Contact Human Resources Employee Services Building, extension 3399.
Other issues	→	As a starting point, contact a counselor in Student Services. S/he will refer you to the appropriate staff member.

**PLEASE PRINT CLEARLY**

Your Name \_\_\_\_\_ Student ID# \_\_\_\_\_

Program \_\_\_\_\_ Telephone number \_\_\_\_\_

Email \_\_\_\_\_ Date: \_\_\_\_\_

Please describe situation in clear, simple terms. Attach a separate sheet of paper if necessary.

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When and where did this occur? Location, date, time: \_\_\_\_\_

Who was involved? \_\_\_\_\_

Did anyone else see/hear what happened? Please provide names and telephone numbers, if possible.

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What do you think is a reasonable resolution to this issue?

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Describe what actions you undertook to resolve the situation: *Please complete this section before forwarding to the VP Student Affairs office.* Include measures that were implemented in attempting to resolve the issue, including all meeting dates and attendees, and why the outcome isn't satisfactory. Attach separate sheets if required. Please ensure Academic/Administrator section (below) is completed.

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By signing below, I acknowledge that the statements made herein, to the best of my knowledge, are accurate, complete and truthful.

Student Name \_\_\_\_\_ (Please print clearly) Student Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**ATTENTION ACADEMIC/ADMINISTRATOR – PLEASE COMPLETE IF RESOLVE WAS NOT REACHED WITH STUDENT:**

Describe what actions you undertook to resolve the situation with the student including all meeting dates and attendees. Attach separate sheets if required. Please complete this section and return to the student.

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**FOR VICE PRESIDENT'S OFFICE USE ONLY**

Date Received: \_\_\_\_\_ Meeting Date(s) \_\_\_\_\_

Attendants: \_\_\_\_\_ Resolve Attained:  Yes  No

Actions taken: \_\_\_\_\_

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Next Steps: \_\_\_\_\_

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