

# Student Complaint

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## Policy

### Statement

Lambton College in Mississauga, at Queen's College of Business, Technology and Public Safety, is committed to providing its students with high-quality academic experiences and services and continuously seeking improvement of those services. Receiving feedback and responding to students' complaints and concerns in a timely and constructive manner is essential to the College's commitment.

This policy outlines how Lambton College in Mississauga students can file a complaint against any College community member (students, staff, faculty, or visitors) or their employers if they are currently completing a Co-op or work placement.

### Scope

Queen's College of Business, Technology and Public Safety (the College), which is responsible for the delivery of Lambton College programs and associated support services at its site, will receive, consider and, where warranted, act upon complaints received from its students concerning the academic experiences, services, facilities provided by the college, student misbehaviour or conduct, harassment, bullying or other such behaviours by students or employees.

### Process

The College will receive and consider student complaints in an open and receptive spirit. It will ensure that students making a complaint will experience no adverse or detrimental consequences or effects, directly or indirectly, because of making the complaint.

A student making a complaint at any stage of the complaint process may be accompanied by any college community member of their choice. No external (to the college) advisors, representatives or assistants may attend at any stage of the complaint process.

## Procedure

1. If a complaint is received via email, or if a staff member is approached, the student will be directed to fill out the Student Complaint form on the Queen's Services Portal.
2. Any student with a concern or wishing to make a complaint regarding an academic experience or service is initially required to express the concern or make the complaint by filling out the student complaint form within five college working days of the incident.
3. Upon receiving the concern or complaint, the relevant department manager responsible for the experience, or service will review the complaint and contact the student within two college working days of the complaint submission via email or in person.
4. The student must acknowledge and meet with the department manager within two college working days. In the event, that there is a no-show from the student, the complaint will be dismissed.

5. The Campus Manager and/or Quality Assurance will supervise the process and make sure an appropriate resolution is found.
6. The department manager of Lambton College in Mississauga will:
  - a. Directly address the matter of the complaint and respond via email, or
  - b. Meet with the complainant to investigate or discuss the complaint before responding and discuss the complaint with any other employee or contractor involved or subject of the complaint.

Note: The duration of the response will vary depending on the severity and complexity of the case.
7. Through face-to-face discussion, the parties should discuss the issue(s) and attempt to reach a full, mutual understanding of the issue(s) and mutually satisfactory resolution.
8. It is expected that the concern or complaint will be addressed and discussed in an open, honest, and forthright manner by the relevant department Manager and student or students.
9. At the end of the meeting, the department manager will email the student or students the final response and record it on the Queen's Services Portal.

## Appeal of the Resolution

1. If the concern or complaint is not addressed to the student's satisfaction, the student must email the department manager and may then appeal the complaint.
2. The contact information for the Campus Manager and/or Quality Assurance will be provided to the student(s) by the relevant department manager.
3. The request for an appeal of a concern or complaint must be sent via email within two college working days of the receipt of the Complaint response by the student or students to the Campus Manager and/or Quality Assurance of Queen's College of Business, Technology and Public Safety.
4. The Campus Manager and/or Quality Assurance will:
  - a. Acknowledge receipt of the appeal within two (2) College working days.
  - b. Form a Student Complaint Committee to review the student's concern and previous resolution. The committee will consist of a minimum of 5 people:
    - i. Two Managers
    - ii. A Student Representative
    - iii. A Program Coordinator
    - iv. The Campus Manager and/or Quality Assurance (ex officio)
  - c. Meet with the student within five (5) college working days of the request for a review to discuss the resolution.
  - d. Send a written conclusion to the student or students addressing the Appeal of the complaint within two (2) College working days of the meeting.
  - e. Record the conclusion on the Queen's College Services Portal.
5. The Campus Manager and/or Quality Assurance decision is final.

## Appendix A

Depending on the issue raised by the student in their complaint, the following departments will be asked to work on a resolution.

Possible Issues	Address Concern to
Policies, campus facilities/incidents, or general inquiry	Student Engagement & Wellbeing Department
Course issue, schedule, or program	Academic Department
Fees or progression	Registration Department
Issues with an instructor	Academic Department
Issues with a student	Student Engagement & Wellbeing Department
Queen's database, classroom AV equipment, or the internet	Jira Ticket System
All other issues will be first reviewed by the Student Engagement & Wellbeing Department	