

## Policy Title: Student Complaints

Category:	<input type="checkbox"/> Institutional - Board <input checked="" type="checkbox"/> Academic - Administrative <input type="checkbox"/> Institutional - Administrative <input type="checkbox"/> Employment - Administrative		
Approved by:	<input type="checkbox"/> Board <input checked="" type="checkbox"/> President		
Date approved:	April 27, 2023	Effective date:	June 1, 2023
Policy Sponsor:	Vice President Academic	Date last reviewed:	April 27, 2023
Date of Mandatory Review (expiry date):	April 2028	Date of last revision of Procedures:	April 27, 2023

### 1. POLICY

CMCC provides a student complaint process to effectively and fairly address complaints brought forward about any aspect of the student experience.

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>
Code of Conduct: Regulated Practice <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>	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>

<p>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></p>	<p>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></p>
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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 – Students
- 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 consists of policy stakeholders, including the Board of Governors, administrators, faculty, staff, students, clinic patients, volunteers, visitors, contract workers and others engaged in sanctioned activities of the institution.

Complaint is submission of a Student Complaint Form by a student regarding their concern or dissatisfaction with their learning experience, services or personnel.

Complainant is an individual who has filed a complaint.

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 wrongdoing.

Support Person can be anyone other than a witness or other person that is party to the matter at hand and subject to the discretion of the person conducting the interview. Should either party not have access to a support person, CMCC can make the necessary arrangements for such a support person to be provided.

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

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

<b>New Policy Approved (date):</b>	December 16, 2021
<b>Policy Revision History (dates):</b>	May 26, 2022 April 27, 2023

-----**END OF POLICY**-----

## 7. PROCEDURES

A student who is uncertain where to go to seek advice about addressing a complaint, should contact the Student Success Advisor.

1. Students are encouraged to first 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), Student Success Advisor 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 Student Success Advisor or Registrar who will help facilitate a resolution and provide support.
4. If the matter remains unresolved, students may submit a written Student Complaint Form, via email to the relevant party as noted 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	Director of Education (in the student's respective year)	Vice President, Academic
Academic Content/Curriculum	Director of Education (in the student's respective year)	Vice President, Academic
Staff and/or Administration	Registrar	Vice President, Administration and Finance
Services or Facilities	Registrar	Vice President, Administration and Finance
Conduct of a classmate	Registrar	Vice President, Administration and Finance

5. Students are required to email the completed Student Complaint Form to the appropriate party as noted above. The complaint must include the following:

- a. Complainant name and contact information;
  - b. Respondent name (if applicable and known)
  - c. a description of the particulars including but not limited to date(s), time and location where the incident(s) occurred
  - d. names of potential witnesses
  - e. copies of supporting documents when available (e.g., emails, social media postings)
  - f. other information if needed
6. Complaints must be submitted within 10 business days of the incident in question, unless there are extenuating circumstances to prevent it.
  7. The party receiving the complaint will confirm receipt of the complaint via email within 5 business days.
  8. The complainant may have a support person present at all stages of the proceedings. The support person may not speak on behalf of, or provide information specific to the complaint.
  9. The complainant and/or witnesses may be expected to attend a meeting(s) for further information related to the complaint.
  10. The internal investigation may take up to 21 business days to complete. If delays are anticipated, complainants will be notified.
  11. The complainant will be notified in writing of the internal investigation outcome no later than 21 days of the notice of receipt.
  12. 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.
  13. 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.
  14. The request for a review must include the original complaint submitted and the written response from the relevant party.

15. The Vice President, Administration and Finance or Vice President, Academic will review the decision and provide the student with a written response within ten business days of receipt of the request for review.

16. The decision of the Vice President, Administration and Finance or Vice President, Academic is final.

<b>New Procedure Approved (date):</b>	December 16, 2021
<b>Procedure Revision History (dates):</b>	May 26, 2022 April 27, 2023

## 8. ATTACHMENTS

Complaint Form.

**Information:** This form must be submitted for all complaints made under the following policies:

- [Student Complaints](#)
- [Sexual Violence, Assault and Harassment](#)
- [Workplace Violence and Harassment](#)
- Other policies as necessary

**SECTION I – COMPLAINANT INFORMATION** *(To be completed by Complainant or designate.)*

<b>Name:</b>			
<b>Email:</b>		<b>Phone Number:</b>	
<b>Student</b>	<b>Employee</b>		<b>Other:</b>
<b>Year of Study</b> (Students only)		<b>Job Title</b> (Employees only)	

**SECTION II – COMPLAINT** *(To be completed by Complainant or designate.)*

Please describe the nature of the complaint. Use additional paper if required. Include the following:

- Date(s) and time(s) of incident(s)
- Location(s) of incidents(s)
- Individual(s) involved

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**SECTION III – WITNESSES** *(To be completed by Complainant or designate.)*

Please provide name(s) and contact information for any witnesses to the alleged incident.

	Name of Witness	Witness Email	Witness Phone #
1.			
2.			
3.			
4.			
5.			

**SECTION IV – DESIRED OUTCOME** *(To be completed by Complainant or designate.)*

Please briefly describe the remedy sought from this complaint or desired outcome.

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**SECTION V – AUTHORIZATION** *(To be completed by Complainant only.)*

I confirm that the above information is complete and accurate. I understand that all Complaints and related details are to be kept confidential.

<b>Complainant Signature:</b>		<b>Date:</b>	
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**SECTION VI – OFFICE USE ONLY** *(To be completed by Policy Lead.)*

<b>Received by:</b>		<b>Date:</b>	
<b>Policy Lead(s) Assigned:</b>			
<b>Decision Maker:</b>			

**To be processed under Policy:**

	Student Complaints
	Sexual Violence, Assault and Harassment
	Workplace Violence and Harassment
	Other: