

2.4.9 Student Concerns re Faculty

A. PREFACE

A.1 Students must be able to express concerns related to Faculty without fear that doing so will adversely affect their grades or learning environment.

A.2 The College has established these procedures to provide opportunities for students and faculty members to resolve concerns informally with a mutually respectful approach, and to restore a positive learning environment at the earliest stage.

A.3 These procedures shall not apply to final grade appeals, harassment complaints or human rights complaints.

A.4 Anonymous complaints are discouraged.

A.5 The confidentiality of all persons must be respected. The College shall adhere to the requirements of the *BC Freedom of Information & Protection of Privacy Act*.

B. PROCEDURES

B.1 A student concerned about the conduct or performance of a faculty member that the student feels has adversely affected the learning environment may initiate the concern process. This process should be initiated as soon as possible following the student's awareness that a concern exists.

B.2 The student should try to resolve the concern with the faculty member on an informal basis.

B.3 If the concern has not been resolved through B.2, the student should meet with a Department Head or Educational Advisor for advice or information on how to proceed.

2.4.9 Student Concerns

- B.4 If a student brings a concern to the Department Head, the Department Head will work with the faculty member and the student to attempt to resolve the concern. Student privacy concerns will be considered.
- B.5 If, after working with the Department Head, the concern has not been resolved:
- the Department Head will:
 - a. inform the student that s/he has the right to submit a written and signed complaint to the Dean;
 - b. Inform the faculty member that a concern remains unresolved, and
 - c. Inform the Dean that a written complaint may be forthcoming.
 - the student may:
 - a. submit a written and signed complaint to the Dean after meeting with a Department Head.
- B.6 The Dean will investigate the complaint and will respond to the student in writing, usually within 14 calendar days.
- B.7 All relevant Collective Agreement Articles and College Policies will apply.

Issue Date:	January 14, 2009	Concerning:	Students, Faculty, Administration	
Amendment: ()	Original	Reference:	2.4.5 Student Conduct & Responsibilities; 2.4.6 Student Discipline; 2.4.8 Academic Performance 2.5.3 Student Grade Appeals; 4.6.8 Harassment	
Manager Approval:	Original signed by D. McLachlan		Title: SIO/Dean	Date: March 2008
College Approval:	Original signed by N. Rubidge		Title: President/CEO	Date: March 2009

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