

Title of Policy	Student Feedback and Concerns
Policy Number	2.4.9
Category	Student Affairs
Approval Body	College Policy Committee
Policy Sponsor	Vice President Academic and Applied Research
Operational Lead	Director, Student Affairs
Approval/Effective Date	September 2022
Proposed Date of Review	September 2027

## CONTEXT AND PURPOSE

College of the Rockies strives to create a supportive and inclusive learning environment in which all students can thrive, and everyone is treated with respect. At College of the Rockies all feedback is welcome, and concerns will be addressed in the spirit of continuous improvement with a process that is timely, transparent, unbiased and that respects procedural fairness.

This policy provides a mechanism for students to provide feedback and address concerns without fear of retaliation. It encourages a mutually respectful approach with the goal of restoring a positive learning environment at the earliest stage.

## SCOPE

This policy applies to any feedback, concern, or complaint a student or students may have regarding the conduct or performance of any College employee(s), College facility, College program, or service offered by the College. This policy does not apply to complaints addressing violations of policies which themselves contain or provide a complaint or appeal procedure including, but not limited to, grade or transfer credit appeals, complaints of discrimination or harassment, human rights complaints, student conduct, safe disclosure (whistle blower), and disclosures or reports of sexualized violence.

## DEFINITIONS

**Concern:** A sense of worry and/or a desire for action, change, or improvement to rectify an issue, problem, or situation of some importance that a person has experienced, witnessed, or been aware.

**Feedback:** Information about a student's reaction or response to an experience with something or someone that indicates how good or useful it was from their perspective. Feedback may be positive and come in the form of praise for a pleasant and helpful experience or constructive in that it is a critique and/or advice on what could need to be changed or adjusted for a better experience in the future.

**Procedural Fairness:** A process that features an impartial decision maker, reasonable notice that a decision is going to be made, clear information about the decision-making criteria, an opportunity for one to be heard and have their views considered, a timely decision, clear and meaningful reasons for the decision, and information on any review or appeal process.

## **POLICY STATEMENTS**

### **A. Feedback**

- A. 1 In the spirit of continuous improvement and commitment to student success, the College welcomes student feedback on their experiences at the College.
- A. 2 Students can offer informal feedback in a variety of ways that promote mutual respect, including politely speaking with the employee directly or sending a descriptive email to the employee or service area. Students are encouraged to share feedback as soon as possible to help resolve any issues in a timely fashion.
- A. 3 Employees who receive feedback should listen respectfully, seek clarification as needed, provide support as needed, and provide a response in a timely way.
- A. 4 The College will seek formal feedback from students in a variety of ways, including but not limited to surveys and focus groups. Students are encouraged to participate and share their feedback in a respectful manner to help the College with continuous improvement efforts.

### **B. Concerns**

- B. 1 Students are encouraged to express their concerns in a timely and informal way to seek resolution directly with the party/parties involved.
  - Student concerns with an instructor or aspect of an educational program should be addressed informally with the faculty member first. If not resolved, the Department Head will work with the instructor and student(s) to attempt to resolve the concern.
  - Student concerns with a College service, facility or employee other than their instructor, should be addressed to the relevant Manager who will work with the student(s) and employee(s) to attempt to resolve the concern.
  - If a student is not able to directly address their concern with the person involved, they may seek guidance from an Education Advisor, Counsellor, or Department Head on how to proceed.
- B. 2 Concerns must be received and explored with honest intent to respectfully resolve them.
- B. 3 Retaliation for bringing concerns forward is unacceptable and will not be tolerated.
- B. 4 Abusive language or behaviour is unacceptable and will not be tolerated.
- B. 5 Students can request that their feedback and concerns remain anonymous. Student privacy concerns will be considered.

## C. Formal Complaints

- C. 1 If a concern remains unresolved after informal discussion as described above, a student can submit a formal complaint in writing to the Dean or Director of Student Affairs who will reply as soon as possible to acknowledge receipt of the complaint. If the complaint is about the Dean/Director, the student can submit it directly to the Vice President Academic and Applied Research.
- C. 2 Depending on the nature of the complaint, the Dean or Director of Student Affairs may refer the complaint to the relevant department Manager.
- C. 3 The formal complaint will be considered and acted upon as per the College's Investigations Policy and Procedures. Investigations must be conducted in accordance with procedural fairness.
- C. 4 There will be no retaliation against a student for making a complaint in good faith, regardless of outcome. An individual retaliating may be subject to discipline.
- C. 5 A complaint which is frivolous or commenced in bad faith may be denied at any time and may result in disciplinary or other corrective measures being taken against the person who made the complaint. If discipline or corrective actions are taken against a student, a copy of that action will be placed on the student's file by the Registrar.
- C. 6 All relevant Collective Agreement Articles and College Policies will apply.

## **RELATED POLICIES AND SUPPORTING DOCUMENTS**

[Policy 1.1.7 Safe Disclosure \(Whistle Blower\)](#)

[Policy 2.4.4 Student Conduct](#)

[Policy 2.4.8 Academic Performance](#)

[Policy 2.5.3 Student Appeals](#)

[Policy 2.5.7 Transfer Credit Appeal](#)

[Policy 3.4.1 Freedom of Information and Protection of Privacy](#)

[Policy 4.8.2 Abuse and Violence in the Workplace](#)

[Policy 4.8.6 Discrimination and Harassment](#)

[Policy 4.8.8 Sexualized Violence Prevention and Response](#)

[Policy 4.8.10 Investigations](#)

Collective Agreements