

Title of Policy	Student Feedback and Concerns
Policy Number	2.4.9
Effective Date	September 2022

GUIDELINES FOR STUDENTS WITH CONCERNS

Before you express your concerns or make a complaint:

- Think about what it is that you have experienced and why you are concerned.
- Consider writing everything down on paper as this helps you focus your thoughts and will help you express yourself.
- Always remember that, like yourself, the other party/parties involved in your complaint have rights which must always be respected.
- You should feel free to approach service areas at the College including, but not limited to, those listed below for confidential advice or support with the process to resolve your concerns:
 - Counsellors
 - Education Advisors
 - Student Navigators
 - Indigenous Education Team
 - International Education Team
- You may seek support from the Students Association.
- In advance of any meetings, prepare some reasonable solutions that would resolve your concern productively and positively.
- Consider bringing a trusted friend or other support person with you to any meetings. This support person should not speak for you but can be a source of emotional support so you can present your concerns clearly.
- Address your concerns directly with the individual(s) as soon as possible in a non-confrontational and respectful manner to try to resolve your concerns informally.