

Policy Title:	<b>Student Complaint Resolution Policy</b>
Policy Number:	<b>2001</b>
Sponsor:	<b>President</b>
Contact:	<b>Vice President Academic</b>
Approved by:	<b>UNF Board of Directors</b>
Date:	<b>March 24, 2024</b>
Next Review Date:	<b>March 24, 2028</b>

### **1. Purpose**

This policy provides the principles and procedures for the making, investigation and resolution of complaints by students about instruction, services, or University policy.

The procedures described in this policy are to be used by students or their expressly authorized representatives who wish to bring a complaint. Authority to bring a complaint on behalf of a student would normally be expressed in an authorizing letter signed by the student that names the designated representative.

### **2. Scope**

The policy applies to all members of the University of Niagara Falls Canada (UNF) community, in particular UNF students who are currently enrolled or were enrolled 30 days prior to initiating the Complaints Resolution process.

- Issues related to situations addressed by other policies, such as:
- academic and non-academic disciplinary decisions
- sanctions imposed for violations of the Student Conduct Policy,

are addressed through other appeal or review processes (e.g., academic appeals, appeals for non- academic discipline, admission appeals, etc.). **This policy does not cover these issues.**

The procedures described in this policy are to be used by students or their expressly authorized representatives who wish to bring a complaint regarding instruction, services, or University policy.

### **3. Policy Statement**

UNF strives to provide quality education and service experiences for students. Should a situation arise that prompts concerns for students, such concerns should be addressed appropriately, respectfully, and in a timely manner.

UNF adheres to principles of administrative law and natural justice. All parties involved in reviewing and responding to complaints will listen and respond objectively and will act fairly.

The University does not accept, nor will it address anonymous complaints or complaints from third parties which do not contain a written statement from a student giving express authority to make the complaint on the student's behalf.

Where a person receives a complaint from a student, they are responsible for making reasonable and appropriate efforts to resolve that complaint in an expeditious manner and in accordance with the procedures set out in this policy. If a person who receives a complaint is unable to resolve it because it is outside the scope of this policy, they must refer it to the appropriate UNF institutional body for resolution. They must advise the student that it has been referred and to which authority.

For the guidance of students, the following list of UNF Departments identifies functional areas to which complaints may relate and to which they should be directed:

- Information Technology Services – complaints about email accounts, computers and technology generally.
- Library Services – for complaints about Learning Commons, access to library, services and library holdings.
- Registrar’s Office – for complaints about registration and admission.
- Operations Department – for complaints about hazards, theft, vandalism, threats, violence, emergency issues.
- Academic Department – for complaints about faculty, courses, schedules, examinations, University Access Program.
- Student Services – for complaints about student services generally.
- Finance Department – for complaints about financial aid, tuition, refunds.

Students may call upon Student Services or members of a student’s program for assistance in making and resolving complaints.

A student will not be liable to disciplinary action, retaliation in any form, or any other adverse action as a result of filing a legitimate complaint.

A complaint may be withdrawn at any time by the student or their representative advising the person to whom the complaint was made. In the case of a formal complaint a notice withdrawing the complaint should be directed to the Chair or Vice President Academic or Vice President Administration.

#### **4. Definitions**

These definitions apply to terms as they are used in this policy.

Word/Term	Definition
Complaint	An expression of concern or dissatisfaction with an instructional situation, provision of a service, or the content of a policy.

#### **5. Responsibility**

##### **Students**

- responsible for addressing concerns in a timely and respectful manner in accordance with the Student Complaints Procedure.

**Instructors, service area supervisors/coordinators, department chairs (program heads), service area managers, the Vice President (Academic), and the Vice President (Administration)**

- responsible for addressing concerns raised by students in a timely, respectful manner and in accordance with the Student Complaints Procedure.

**All parties**

- involved in hearing and responding to student complaints are responsible for retaining all records and correspondence related to complaint investigations and decisions in accordance with relevant university policies.

**Registrar's Office**

- Is depositary for all records of Formal Complaints that are brought forward under the Complaints Resolution Policy.

**6. Related Policies**

- 2002 - Student Complaint Resolution Procedure