



## ***Student Complaint Process Information & Instructions***

Area of Responsibility: Student Services Division

Responsible Contact: Chief Student Services Officer & Dean

When a student encounters a problem on campus that they do not know how to resolve, they should always try to work the problem out by (a) Praying about the situation and their response, (b) Talking directly and clearly to the person(s) about whom they have the complaint, expressing their concerns. Dealing with concerns in the most direct and honest fashion should always be the first step toward resolution. Many problems are resolved when a student makes an appointment with a faculty or staff member and calmly and honestly communicates their concerns.

If however, an issue or problem still exists, a student may initiate the formal complaint procedures at Emmanuel Bible College. All formal complaints must be made in writing using the Emmanuel Bible College Student Complaint form. This form is available on Populi and the Emmanuel website under Student Services and in the Student Services Office.

The following definitions will guide the complaint process:

- **Formal Complaint:** A concern of formal charge of dissatisfaction with a person, service, or process that requires clarification, investigation and/or resolution.
  - *Level 1 Complaint:* A verbal complaint that is resolved.  
Level 1 complaints/concerns will not be tracked.
  - *Level 2 Complaint:* A written complaint, based upon the formal complaint definition that requires a student's signature. If a form is submitted without a student's name, the complaint will not be considered. Level 2 complaints will be tracked by the Student Services Division to ensure an action has been taken.
- **Exclusions:** The Student Complaint procedures do not apply to grade appeals, complaints of sexual harassment, or student to student complaints. Please refer to the Student Handbook for procedures regarding these complaints. In addition, outcomes of grade and/or disciplinary appeal processes are not subject to further consideration through this process.
- **Instructions for Filing a Written Complaint:** Complete the Student Complaint/Concern form and deliver or email to the Student Services Office. The Student Services Office will acknowledge the receipt of the complaint by signing and dating the complaint form and providing a copy to the student.

## **Steps to Filing a Written Complaint**

- a) Attempt to resolve the issue by speaking directly with the individual(s) or office(s) involved. If no resolution is reached, begin the formal complaint process by completing and submitting the Emmanuel Bible College Complaint/Concern form to the Student Services Office.

The Form can be found:

- i) On line (Populi)
  - ii) In the Student Services Office (Sherk 103)
  - iii) Emmanuel Bible College Website (under Student Services)
- b) Complete the form, make sure you have signed the form and then deliver or email it to the Student Services Office – [mwalther@emmanuelbiblecollege.ca](mailto:mwalther@emmanuelbiblecollege.ca)
  - c) The form will be forwarded to the appropriate person for resolution.
  - d) The final resolution or an update on the status of your complaint/concern will be communicated to you by the appropriate person within 3-5 business days by email.
  - e) A record of your complaint and resolution will be maintained in the Student Services Office.

\*\* For information regarding issues or concerns that are not covered by this process (such as grade appeals, student to student complaints, issues of sexual harassment, conduct matters, etc.) please refer to the Emmanuel Bible College Student Handbook, the Emmanuel Bible College Catalogue, and/or contact Mark Walther, Chief Student Services Officer & Dean.