



## **New Brunswick Indigenous Career College**

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*"Your Training – Your Future,  
Soar to New Heights"*

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## **Student Issues and Complaints**

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### **POLICY STATEMENT**

The NBICC is committed to ensuring all teaching and learning experiences are of the highest quality while maintaining a focus on students' best interests. Registered students, former students and recent NBICC graduates shall have the right to voice issues and concerns regarding their experience at NBICC and work in conjunction with the College to arrive at a respectful resolution.

### **PURPOSE**

The purpose of this policy is to provide students/graduates/former students with a reasonable and consistent process to address escalated issues and complaints in a timely, respectful and confidential manner.

### **SCOPE AND LIMITATIONS**

This policy applies to students, graduates and former students of the College as a means to voice any issues and complaints that arise in conjunction with College policies, members of staff, or the overall student experience at NBICC without fear of reprisal. The scope of this procedure begins with the informal process which encourages the complainant to seek resolution by addressing the issue directly with the person involved. If this is not sufficient to resolve the complaint, the complainant has the option to file a formal complaint.

## **1.0 DEFINITIONS**

### **Registered Student**

- one who has been formally admitted to a training service at NBICC for the current academic year, and who has paid the required fees where applicable.

**Former Student**

- any student who is no longer actively enrolled at NBICC.

**Principal**

- individual assigned supervisory responsibilities.

**Student Support**

- a person who clarifies policies and processes as well as provides assistance to the student as they navigate through the formal complaint procedure.

**Informal Complaint**

- complainant addresses issue directly with the other person(s) involved.

**Formal Complaint**

- written submission of issue(s) by complainant(s) for resolution/response by respective manager.

## **2.0 IMPLEMENTATION**

### **2.1 Making a Formal Complaint**

**NOTE:** Whenever possible, an informal resolution should be attempted before initiating a formal complaint. If the complainant believes that the issue has not been (or cannot be) adequately addressed informally, they can approach any staff member to be directed to the [Formal Complaint Form](#), or use one provided in the student handbook.

Step	Who	Action	When
1.	Student	<ul style="list-style-type: none"> <li>Completes the <a href="#">Formal Complaint Form</a> and submits it to the Principal.</li> <li>The form must include specific details encompassing all elements of the issue or complaint.</li> <li>Submissions must be detailed but brief, including necessary timelines and documentation related to the issue/complaint.</li> <li>Emails and electronic submission are acceptable.</li> </ul>	<ul style="list-style-type: none"> <li><b>Current student:</b> Within 60 days of circumstance.</li> <li><b>Former student or graduate:</b> Within 60 days from the date of graduation or last day of enrollment.</li> </ul> <p><b>Note:</b> In extenuating circumstances, the complainant may contact the Principal to request an extension. Extensions are granted at the sole discretion of the Principal.</p>
2.	Principal	<ul style="list-style-type: none"> <li>Logs the complaint and directs it to the appropriate manager for review and response.</li> </ul> <p><b>NOTES:</b></p> <ul style="list-style-type: none"> <li>Confidentiality must be maintained throughout the entire process.</li> <li>In situations where a formal complaint involves a breach of <a href="#">Maintaining a Respectful Workplace</a> by an employee or contractor, the procedures of this policy must be followed, and the complaint <b><i>submitted to the Principal and/or the Board of Directors.</i></b></li> <li>When an employee involved is covered by a collective agreement or employment policy, the applicable sections of the relevant agreement or policy must be followed.</li> </ul>	Within one (1) working day of receipt of the complaint.

Step	Who	Action	When
3.	Principal	<ul style="list-style-type: none"> <li>Sends a letter and/or email to the student and copies the manager acknowledging receipt of complaint.</li> <li>This acknowledgement indicates a further response to their concern will ensue within 30 business days from the date of the response to student.</li> </ul>	Within three (3) business days of receiving the complaint.
4.	Principal	<ul style="list-style-type: none"> <li>Gathers, analyzes and documents the information (including interviewing the student and others where necessary)</li> <li>Summarizes the issues and findings.</li> <li>Determines corrective action.</li> </ul>	Within 30 business days of the filing of the complaint.
5.	Principal	<ul style="list-style-type: none"> <li>Sends the completed Formal Complaint form outlining the Board of Directors' decision and the response to the Principal, the manager, and the instructor.</li> </ul>	
6.	Principal	<ul style="list-style-type: none"> <li>Provides a written response to the student.</li> <li>Communication must detail the response to the student's complaint, as well as provide information to the student regarding the appeal process.</li> </ul> <p><b>NOTE:</b> Records of complaint must be kept for no less than five (5) years.</p>	

## **2.2 General Considerations**

- 2.2.1** The documentation provided on the Formal Complaint Form must provide a summary of actions taken from the time the complaint was received as well as the rationale for the decision(s) taken. All formal appeals will be directed to the Principal.
- 2.2.2** Should the student require assistance to navigate the formal complaint process or to address a potential imbalance of power situation, student support shall be provided. This may be the Principal or another employee of the College. The support person may attend all meetings with the student, at the student's discretion and request.
- 2.2.3** Representatives of the College responsible for investigating complaint shall not be involved in a matter or activity that does, or may, place the representative in a conflict of interest in relation to the student or the subject matter of the complaint.
- 2.2.4** A complaint may be denied at any time if the complainant has failed to co-operate in the full and timely processing and advancement of the complaint.
- 2.2.5** A complaint under this process that involves false accusations, malicious intent or is otherwise made in bad faith, as determined by the investigation, may be considered a violation of the Student Code of Conduct.
- 2.2.6** An employee tasked with responsibility under this policy may delegate that authority to a designate as appropriate.

## **SUGGESTIONS FOR IMPROVEMENT**

Your suggestions for improvement to this document and/or its content will be forwarded to the policy owner.