Student Concerns Process

You may have concerns related to aspects of your college life, including issues related to teaching and learning, final grades or program progression, human rights and harassment, or colleges services.
In all cases, you should first contact the responsible department. If you are unsure of the responsible department, please contact the Deans' Office for assistance:

Academic.Deansoffice@canadorecollege.ca

The process to address concerns varies depending on the area of concern. This document provides information/guidance on how to deal with:

A. Concerns with the Teaching and Learning Process

Please refer to page 2 of this document.

B. Concerns with Final Grades and Program Progression

Please refer to:
A-1 Academic Appeal Policy / PA-1 Procedure

C. Concerns related to Human Rights and Harassment

Please refer to:
B-11 Respectful College Community Policy/PB-11 Procedure
B-29 Safe College Community Policy
B-26 Accessibility Policy
B-33 Sexual Assault and Sexual Violence Policy/PB-33 Procedure

D. Concerns with Student and College Services

The College offers many services and resources in support of your learning experience. These services may include, but are not limited to food services, physical resources, parking, and student success services.
If you are concerned with or have a complaint about the service you have received, please contact the responsible department and ask to speak with a manager, who will be happy to assist you.

A. Concerns with the Teaching and Learning Process:

The steps below outline the student concern process for issues related to teaching and learning, other than those involving final grades or program progression.

Step 1: Speak with the Professor

You are encouraged to speak with the Professor first in order to resolve the issue. Discussion with the Professor usually leads to a resolution.

If the circumstances of the complaint make it difficult or impossible to meet with the Professor, you may elect to discuss the matter with Student Services or the First Peoples' Centre. This additional perspective is often helpful in resolving the issue.

Step 2: Request an Appointment with the Dean

If the issue is not resolved at step 1, you may request an appointment with the Dean.

Please use the *"Request for Appointment with the Dean"* form to summarize your concern and request an appointment.

The Professor's supervisor will meet with you and the Professor separately, or with you and the Professor together as appropriate, to discuss the concern. Following the meeting, you will receive the decision in writing. Upon your request, the Dean will meet with you to explain the decision.

Step 3: Review by the Vice President, Academic

If you are not satisfied with the decision of the Professor's supervisor, you have one week (7 calendar days) to deliver a written letter requesting a review of the decision, with the complaint attached, to the Vice President, Academic's office.

The Vice President, Academic will review the issue and may request to meet with all parties in the dispute. Following the review, you, the Professor and the Professor's supervisor will receive the decision in writing. The decision of the Vice President, Academic is final.

Respect and Confidentiality

All parties in the dispute are to be respectful of the other parties throughout the process. In demonstrating this respect, parties treat issues as confidential, and do not engage in behaviour that would undermine the reputation of the parties involved or the College. Such behaviour includes, but is not limited to, posting public comments or opinions related to the issue through social media