

Student Concerns Process

(please click on the link below)

Canadore College

(North Bay and West Parry Sound Campuses)

Canadore College @ Stanford

(Scarborough, Mississauga, Branford Campuses)

Student Concerns Process

You may have concerns related to aspects of your college life, including issues related to teaching and learning, final grades, human rights and harassment or college services.

In all cases, you should first contact the department responsible for the service in question. 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 see the information over (page 2).

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 a large number of 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 department in question and ask to speak with a Supervisor or 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.

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 Professor's Supervisor

If the issue is not resolved at step 1, you may request an appointment with the Professor's supervisor.

Please use the "[Request for Appointment with the Dean](#)" form to summarize your concern and request an appointment. A copy of this document will be provided to the Professor.

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 supervisor will meet with you to explain the decision. A copy of the written decision will be forwarded to the Professor. The Professor may arrange to meet with the Supervisor if the further explanation of the decision is desired.

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

Student Concerns Process

Student Concerns Process

You may have concerns related to many aspects of your college life, including issues related to teaching and learning, final grades, human rights and harassment or College services.

In all cases, you should first contact the department responsible for the service in question and the below are the contact info:

studentservices@scbt.ca

academics@scbt.ca

itsupport@scbt.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 see the information over (page 2).

B. Concerns with Final Grades

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-33 Sexual Assault and Sexual Violence Policy / PB-33 Procedure*](#)

D. Concerns with Student and College Services

The College offers a large number of services and resources in support of your learning experience. If you are concerned with, or have a complaint about the service you have received, please contact the department in question and ask to speak with a Supervisor or Manager, who will be happy to assist you.

Student Concerns Process

A. Concerns with the Teaching and Learning Process:

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

Step 1: Speak with the Professor

You are encouraged to speak with the Professor first 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/Academic team. This additional perspective is often helpful in resolving the issue.

Step 2: Request an Appointment with the Professor's Supervisor.

If the issue is not resolved at step 1, you may request an appointment with the Professor's supervisor.

Please use the "*Request for Appointment with Administrator*" form below to summarize your concern and request an appointment. A copy of this document will be provided to the Professor.

The Professor's supervisor will meet with you and the Professor separately, or with you and the Professor together as appropriate, to discuss the complaint. Following the meeting, you will receive the decision in writing. Upon your request, the supervisor will meet with you to explain the decision. A copy of the written decision will be forwarded to the Professor. The Professor may arrange to meet with the Supervisor if the further explanation of the decision is desired.

Step 3: Review by the Vice President

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's office.

The Vice President 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 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.

Student Concerns Process

Request for Appointment with Administrator

Name: _____

Student ID#: _____

Program: _____

Phone#: _____

Email: _____

Cell#: _____

Background information and history of situation:

Please provide detailed information of the situation and the ultimate goal/resolution being sought.

Signature _____ Date _____

Who have you spoken with regarding this issue (check all that applies)?

DEPARTMENT		Name of person(s) with whom you have spoken
• Professor		
• Academic Coordinator		
• Student Success Services		
• Registrar's Office/Academic Supervisor		
• Facilities/Services		
• Other:		

<ul style="list-style-type: none"> Action Taken: _____ By Whom: _____ 	Notes:
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Please send this form to academics@scbt.ca for processing.