

Policy History
<b>Policy No.</b> AD2
<b>Approving Jurisdiction:</b> President
<b>Administrative Responsibility:</b> Provost and Vice President Academic
<b>Effective Date:</b> February 2006

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## Complaints about Instruction, Services, Employees or University Policy

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### A. PURPOSE

To establish procedures to deal with complaints about instruction, services, employees or University policies.

### B. SCOPE

All members of the University Community.

### C. RATIONALE

Kwantlen Polytechnic University has a tradition of service to students. However, problems may sometimes occur in a community as diverse as Kwantlen. The University recognizes that members of the University community may wish to complain about instruction, services, employees or University policies.

### D. PRINCIPLES

1. Anonymous complaints will not be considered.
2. These procedures have been developed to protect the rights of all concerned.
3. Corrective action may range from a reprimand to initiation of dismissal or suspension proceedings.
4. Every Kwantlen Polytechnic University employee has an obligation to report any information that is important to the safety and security of Kwantlen Polytechnic University and/or its students and employees

5. Other Policies and Agreements
  - a. The Vice President Academic, having been made aware of a complaint at any stage, may, at his/her discretion, move that complaint to Stage 4 of the Policy Procedures.
  - b. If a complainant pursues a course of action other than a course set out in this policy, the Vice President, Academic may, with exclusive discretion, decide not to commence an investigation (or decide not to continue an investigation that has already commenced) while the other process is proceeding.
6. Assurance of Due Process
  - a. Every effort will be made to guide the process in a fair and equitable manner.
  - b. All individuals will be treated in accordance with the principles of due process. This includes the complainant's right to seek action, the respondent's right to know the allegations and to be given an opportunity to respond to them, and the rights of both parties to a fair and timely process of resolution.
  - c. The filing of a complaint is the right of every student and employee of the University and may be exercised without fear of reprisal. On the other hand, the fact that a complaint has been filed against an individual will not, in and of itself, constitute grounds for disciplinary action against that individual.
7. Confidentiality
  - a. Subject to the University being required by law to disclose information about the investigation, and subject to disclosure which is necessary in order to investigate or resolve a complaint, the University, in addressing allegations and in resolving incidents, will make every effort to keep confidential any information concerning an allegation. Confidentiality, however, must be distinguished as being separate from anonymity.
  - b. As investigations may require frank communication, the University takes the position that it will not disclose documents and other information obtained and gathered in investigations under this policy if the University believes that disclosure would be an unreasonable invasion of an individual's privacy pursuant to requests under the Freedom of Information and Personal Privacy Act (Policy No. E.20).
  - c. Individuals who participate in, or are aware of, any investigations are expected to respect the confidentiality of any information they may receive or be made aware of during the course of the investigation.

## **E. PROCEDURES**

1. Stage 1
  - a. Generally the first attempt to resolve a complaint is directly with the instructor, administrator or other employee or student directly involved.
  - b. Anyone receiving such a complaint should encourage the complainant to attempt informal resolution with that person.
  - c. Not every dispute or complaint can appropriately be addressed at this level, but this kind of informal resolution should usually be attempted.
2. Stage 2
  - a. If the matter is not resolved at Stage 1, the complaint may be referred to the Administrator responsible.
  - b. The Administrator responsible may attempt informal resolution.

3. Stage 3

- a. If the matter is not resolved at Stage 1 or 2 and the complainant chooses to proceed to Stage 3, the complaint must be put in writing to the Administrator and signed by the complainant.
- b. The Administrator will assure the complainant that all parties will be heard, that the information will be restricted to the people who need to know, and that the mere fact of complaining will have no adverse consequences on the status of the complainant in his/her course or program of studies or employment at Kwantlen.
- c. A copy of the complaint will be made available to the respondent.

4. Stage 4

- a. If a party to the complaint is not satisfied with the Administrator's decision, he/she may refer the matter in writing to the Vice President, Academic.
- b. The Vice President may ask for written submissions and/or hold a hearing or meetings or retain the services of an external investigator.
- c. The Investigator will not be compelled to divulge any documentary material or information gathered during the investigation or testify in any litigation, arbitration, Board of Inquiry or other legal proceeding and will not be subpoenaed for any purpose relating to the investigation in any litigation, arbitration, Board of Inquiry or other legal proceeding.

5. Stage 5

- a. If a party to the complaint is not satisfied with the Vice President's decision, he/she may refer the matter in writing to the President within five (5) working days of the Vice President's decision for final resolution.

## **F. RELATED POLICIES:**

*IM2 Freedom of Information & Protection of Privacy*  
*ST7 Student Conduct (Non-Academic)*