

General Student Complaint Policy			
Revision Number	1	Accountability	President
Policy Number	804	Operational Responsibility	Campus Director
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Objectives

This policy outlines the process by which students may raise complaints regarding academic, administrative, or other institutional matters. We value student feedback as it helps us improve our services and maintain a high standard of excellence in all areas of the student experience.

Scope

This policy applies to all LCV students regarding the general student complaint policy.

If you have a complaint or problem, you are encouraged to follow the Student Complaint Procedure. You should discuss complaints with the individual(s) within the appropriate department. Initial discussion should be with the person most knowledgeable of the issues involved or with immediate decision-making responsibility. If you feel that the complaint has not been fully addressed, a written account should be submitted to the Campus Director if related to non-academic issues or to the Chief Academic Officer for academic issues. If the Campus Director either absent or named in the complaint, the complaint should be submitted to the President. The written account should indicate your name, phone number, and student ID number and discuss the steps you have taken to remedy the situation.

The appropriate College staff member or department will be notified of the complaint. A follow-up meeting with you and the Campus Director and/or the Chief Academic Officer will be held within ten College days of the date of the written complaint in an effort to resolve the issue. You will be provided with written reasons for the decision within 30 days after the date on which your complaint was made. This 30-day period will include any appeals or arbitration procedures required by the institution. If you are not satisfied with the results, you may file an appeal with the President's Office.

The appeal should be in writing and contain your name and phone number. You should summarize the steps you have taken to remedy the situation and indicate why the results are not satisfactory. You will be provided with written results of the appeal within ten class days from the date the appeal is received. Students may, at their own expense, engage legal counsel or agent to represent them during the complaint process.

Policy Statement

We are committed to providing a positive, supportive, and inclusive environment for all students. We recognize that students may encounter concerns or issues during their time at our institution, and we are dedicated to addressing these in a fair, transparent, and timely manner.

1.1.1 Definitions

- **Complaint:** A formal expression of dissatisfaction concerning academic, administrative, or other services provided by LaSalle College Vancouver.
- **Appeal:** A request for reconsideration of a decision made under this complaint policy.
- **Campus Director:** The senior administrator responsible for addressing non-academic complaints at LaSalle College Vancouver.
- **Chief Academic Officer:** The individual accountable for resolving academic-related complaints at LaSalle College Vancouver.
- **College Days:** Days when LaSalle College Vancouver is open and operating under its regular academic schedule.
- **Student ID Number:** The unique identification number assigned to each student at LaSalle College Vancouver, used for official correspondence.

1.1.2 Exclusions

This policy does not apply to:

- Complaints addressed under specific policies outlined in the **LaSalle College Vancouver Academic Calendar**, such as the **Academic Integrity Policy**, **Code of Conduct**, or **Harassment Policy**.
- Complaints related to external organizations or services not directly managed by LaSalle College Vancouver (e.g., third-party internships or practicum placements).
- Anonymous complaints unless they involve significant safety or legal issues.
- Concerns regarding final grades, which must be addressed under the **Grade Appeal Policy**, as detailed in the Academic Calendar.

1.1.3 Provisions

- **Student Entitlements:**
 - Access to a fair and timely complaint resolution process at LaSalle College Vancouver.
 - Confidentiality and impartiality throughout the resolution process.
 - The ability to seek external legal or professional representation, at the student's expense, during the process.

- **Staff Responsibilities:**

- Maintain confidentiality and impartiality when handling complaints.
- Provide written decisions and reasoning within established timeframes.
- Notify the student of their right to escalate the complaint, if necessary.

Supporting Procedures

1. Initial Discussion:

- a. Students are encouraged to discuss their concerns with the relevant individual or department at LaSalle College Vancouver. The initial discussion should be with the person directly involved or responsible for the issue.

2. Formal Complaint Submission:

- a. If the issue remains unresolved, students must submit a written complaint to the Campus Director (for non-academic issues) or Chief Academic Officer (for academic issues).
- b. The written complaint must include the student's name, Student ID, phone number, and a description of the issue, along with steps already taken to resolve it.

3. Follow-Up and Resolution:

- a. The responsible department or staff member will review the complaint.
- b. A follow-up meeting will be scheduled within ten College Days of receiving the complaint.
- c. A written decision will be provided within 30 days, including any steps for appeal or arbitration required by LaSalle College Vancouver policy.

4. Appeals Process:

- a. If the resolution is unsatisfactory, students may submit a written appeal to the President's Office.
- b. The appeal must include the student's name, Student ID, and a summary of previous actions taken to resolve the issue.
- c. The President's Office will provide a final written decision within ten College Days of receiving the appeal.

1.1.4 Further Information

- **Relevant Policies:** For detailed information on policies like **Academic Integrity**, **Grade**

Appeals, or Harassment Prevention, refer to the LaSalle College Vancouver Academic Calendar.

- **External Resources:** Students may seek guidance from the Private Training Institutions Branch (PTIB) or Degree Quality Assurance Board (DQAB) if internal resolution processes are exhausted.