



# Student Complaint Policy

## Purpose

The purpose of this policy is to provide a method for prompt and equitable settlement of complainant-initiated issues for which no other policy driven forum is available.

## Definitions

**Complaint:** An oral or written statement of a student's or students' dissatisfaction with a college service, college employee or a student's teaching and learning experience.

**Complainant:** A registered student(s) or graduate

**Respondent:** A staff member with whom a student has expressed dissatisfaction.

**Administrator:** The supervisor of the respondent.

## Application/ Scope

Maritime Farrier School, Students and former students

## Policy Statements

A complaint may be made by a registered student or Maritime Farrier School graduate (the Complainant) with the owner of the school. Complaints made by a current student must be made within thirty (15) calendar days of the circumstances giving rise to the complaint. Any complaint made by a Maritime Farrier School graduate must be made within thirty (15) calendar days from the date of graduation.

Every effort shall be made by complainants and staff to resolve the issue or complaint through the informal procedure; however, complainants may opt to invoke the Formal Complaint Procedure at any time.

This policy is not applicable where the issue or complaint in question is covered by another Maritime Farrier School policy, complaint, grievance or appeal procedure.

Should the complainant require assistance to navigate the formal complaint procedure, informational support may be provided by a representative from Director Private Career Colleges of Nova Scotia. Representatives of the College responsible for investigating complaints shall not be involved in a complaint that places the individual in a conflict of interest in relation to the complainant or the subject matter of the complaint.

A complaint may be denied at any time if the complainant objectively appears to have failed to co-operate in the full and timely processing and advancement of the complaint.

A complaint under this procedure 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 Code of Conduct and the Student Procedures for Misconduct.

## Appeals

Complainants who have reason to believe they have been treated unjustly in relation to the recommended action for a complaint made have the right to appeal. Maritime Farrier School is committed to the provision of a fair and timely appeal process through which the complainant's concern can be addressed.



### **Grounds for Appeal**

The grounds for appeal are:

- New information has come to light that would have an impact on the final decision regarding the complaint.
- The complainant is appealing the decision due to lack of impartiality in the formal complaint process.

### **Informal Appeal**

Meet with staff to review complaint

### **Student/Graduate**

At meeting, state complaint clearly, preferably in writing. If complaint is put in writing, retain a copy.

### **Student/Graduate**

Listen to the concerns of the students and seek clarification, if needed.

### **Staff**

Explore ways to resolve the concerns.

### **Staff and Student/Graduate**

Agree on a way to resolve the concerns and write down the solution for reference and for action/distribution as appropriate.

### **Staff and Student/Graduate**

If unable to resolve the issue, proceed to Formal Complaint Procedure.

## **Formal Complaint Procedure**

If unable or unwilling to approach the appropriate school staff, or if concerns have not been resolved informally with the staff member as described in Section 1 above, meet with the Director Private Career Colleges Division and proceed under its Act and Regulations.