

# STUDENT COMPLAINT PROCESS

At times, a student may have a problem or issue about their educational experience or needs direction.

**IMPORTANT!** If your complaint is regarding harassment and discrimination, call the Harassment and Discrimination Confidential Hotline at 403-210-4406

**Understand that a complaint can be confidential but not anonymous.** Any investigation into a student complaint requires that the complainant be verified as a current student. This also allows a complainant to be contacted if there is a request for further information. In appropriate situations, reasonable steps will be taken to keep a complainant's identity confidential.

## **How do I file a complaint?**

Where possible, a student should attempt to discuss the issue with the person they have a complaint with. For issues related to a course, classroom, or program, the student should discuss their concern with the instructor or student services coordinator.

## **Should I submit a complaint? I am worried about retaliation.**

If a student has a legitimate complaint, they should not worry about being subjected to discipline or retaliation. To protect yourself, make sure you carefully document all important information— save of all your emails, keep a record of who you have spoken to, and the dates and times you have met. A student should be aware of their rights and responsibilities, which are listed in SAIT Policy [AC 3.4.1 – Student Code of Conduct](#).

## **What happens if the discussion doesn't result in a resolution?**

A student may then book an appointment to speak with the Academic Chair/Program Coordinator with the following information:

- the nature of the complaint, and
- the student's efforts taken to address the complaint, and
- results of the resolution attempt

An Academic Chair/Program Coordinator considers the complaint and makes a decision after careful deliberation.

## **What happens after I file my complaint?**

Students can be assured that there are several review procedures in relation to a complaint, including corrective measures.

## **I've spoken with the Academic Chair but I'm still not satisfied. What can I do?**

If the student has additional information relevant to the complaint which was not already considered, there should be another attempt to discuss the issue in a follow up meeting with the Academic Chair/Program Coordinator.

If resolution is still not achieved after an initial and at least one follow up meeting with an Academic Chair, a student may then book an appointment to speak with the SAIT Students' Association Vice President Academic with the following information:

- the nature of the complaint, and
- the student's efforts taken to address the complaint, and
- results of the resolution attempt

The Students' Association can help by listening and providing advice but we are unable to bypass existing policies or procedures to resolve student issues.