

POLICY: Student Complaint Policy		POLICY NUMBER: AM-003-A2
		PREVIOUS/REPLACES: Updated October 25, 2022
APPROVED BY: Executive Committee	EFFECTIVE DATE AS OF: November 1, 2022	PRIOR VERSIONS: November 1, 2021

1. Policy Statement

Herzing College believes that every student should be heard and that every student has three basic rights regarding complaints:

1. Every student has the right to make a complaint.
2. Every student has the right to have their complaint reviewed in a timely manner.
3. Every student has the right to appeal.

This policy states the progressive steps to be followed when students have a concern, a complaint, or a dispute pertaining to their faculty member, a class, their program, an administrator at the college, or any action, inaction, or College policy. Note: complaints relating a grade or academic progress should be directed to AC-002-A2 Academic Standards Policy.

2. Scope

This policy applies to all Herzing College staff, faculty members, and students unless otherwise noted.

3. Procedure

1. Should a student have a concern, a complaint, or a dispute during their studies pertaining to their instructor, a class, their program, an administrator at the college, or any action, there are two ways to voice that concern. The first is an informal method whereby the student seeks out a resolution with the appropriate individual. If a resolution is provided, there is no need to further the situation. If a satisfactory resolution is not achieved, the student should submit a formal complaint/grievance in accordance with the following guidelines.
2. Grievances/Complaints may be addressed to the senior person in the office which the matter pertains:
 - a. Academic Dean – Complaints regarding curriculum or faculty members.
 - b. Admissions Director – Complaints regarding enrollment or Admissions Advisors.
 - c. Director of Career Development – Complaints regarding internship, career development courses, or placements.

- d. Director of Educational Funding – Complaints regarding Student Aid, fee payments, or educational funding costs.
3. A Grievance/Complaint form, which can be accompanied by a formal written letter, should be filled out and submitted within 15 calendar days of the occurrence of the matter about which the grievance/complaint is being made. A student should describe briefly, but completely, the nature of the grievance/complaint and the solution sought.
4. Once a Grievance/Complaint form has been lodged in writing, the student and/or a representative may make an oral submission, which will be transcribed into the complaint form and submitted for them if necessary. A resolution to the complaint will be provided by the college within seven days from the day the complaint was received.
5. Grievances/Complaints addressed to an official of the College other than the Campus President may be resubmitted to the Campus President. If the complainant is not satisfied with the resolution. The Campus President will render a written decision including the reasons for the decisions within seven days of receipt of the complaint.
6. If not satisfied with the decision of the Campus President or the grievance or complaint is regarding the Campus President, the student may appeal a Grievance/Complaint to an Appeals Board composed of three (3) staff members, none of whom have been instructors of the student, two of whom will be appointed by the College President and one of whom can be selected by the student.
7. Any such appeal must be made within thirty (30) days for a grade, probation, penalty, or suspension and within three (3) months for a termination. A request to be heard before the Appeal Board must be in writing to the College President and it must set forth in significant detail the basis for the appeal. An Appeal Board hearing will be held within two weeks from the day the appeal board request was received by the college. The appealing student is permitted to have the assistance of a representative in front of the Appeal Board and provide additional evidence to support his/her case. A written decision of the Appeal Board will be provided within seven days from the day of the Appeal Board Hearing or any adjournment thereof.
8. If not satisfied with the decision at the campus level or the grievance or complaint is in regard to the Campus President, the student may send a written appeal to the Home Office, attention Chief Operations Officer, Frank Cianciaruso (frankc@herzing.ca) or the College President, Henry Herzing (hherzing@herzing.ca) and the respective officer in the Home Office will attempt to render a decision within seven days and the decision will be issued to the student in writing with reasons for the decision. However, any student appeal to the Home Office regarding a decision of an Appeals Board may only be based upon an allegation or allegations of improper procedure or prejudice by the Appeal Board and not as to an interpretation and decision relative to the facts of the case.
9. The Grievance/Complaint form will be filed in a central Grievance/Complaint file at the College, a copy will be placed in the student's file, and a copy of any actions will be provided to the student at each stage of the process. All Grievance/Complaint files are kept at the campus for a minimum of three years.

10. Upon completion of the formal appeal procedures, if the student is not satisfied with the College's efforts to resolve the issue, the student may take the complaint with all documentation of the process to date to:
 - a. **Ontario:** The Superintendent of Private Career Colleges provided the student is attending a program approved under the Private Career Colleges Act, 2005 (PCCA, 2005), through PARIS: <https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/login.xhtml>
 - b. **Manitoba:** Registration and Accountability Office (RAO) using their online reporting form: <https://forms.gov.mb.ca/formal-complaint/> provided that the student is attending a program registered by RAO.

4. Administration

The Campus President will oversee the administration and enforcement of this policy.

5. Review:

This policy will be reviewed as required by the Executive Committee in 2024.

6. Reference:

- Herzing College Student Manual
- Student Grievance/Complaint Form