

# Student Non- Academic Grievance Policy

**Policy Number:** SP002

**Last Revision:** October 13<sup>th</sup>, 2022

**Associated Policy:** SP002.1: Student Non- Academic Grievance Policy Procedures

## 1. Overview

- 1.1 This policy has been developed to ensure all current Students of Fraser International College (FIC) are given access to equitable, effective, and fair complaints resolution and appeals processes for all non-academic issues.
- 1.2 This policy sets out the grounds and procedures for non-academic grievances including but not limited to concerns regarding;
  - Discrimination
  - Harassment and bullying
  - Rights of Students
  - Privilege of Students
- 1.3 The process outlined in this policy is applicable to all non-academic complaints and appeals involving a student against faculty, staff, or any non-student third-party. This policy does not apply to peer-to-peer grievances. For complaints and appeals relating to academic issues, refer to policy SP001: Student Academic Grievance Policy. For peer-to-peer grievances, refer to policy SP003: Student Code of Non-Academic Conduct Policy. For concerns specifically relating to Sexual Violence and Misconduct, refer to policy SP004: FIC Sexual Violence and Misconduct Policy.
- 1.4 This policy and related documentation are accessible through the FIC policy library
- 1.5 This policy and related procedures will be communicated to staff via email and ongoing staff information sessions.

## 2 Organizational Scope

- 2.1 Any current student of FIC or SFU who believes they have experienced inappropriate, discriminatory, or unfair treatment during the course of their non-academic relationship with FIC as an active student is entitled to access the process detailed in this policy.
- 2.2 This Policy applies to those defined in Section 2.1, whose experience have occurred:
  - at an event or during an activity sponsored or sanctioned by the College or University;
  - using the College or University's Information and Communications Technology resources or moderated social media spaces;
  - on any property that is controlled by the University; or
  - off campus, or through electronic media, when the student has declared publicly that they represent the College or University and the conduct has adversely affected the community.

### 3 Definitions

Complainant: means any current FIC student who makes a Complaint under the Policy.

Respondent: means a faculty or staff member at FIC against whom a grievance has been made according to this Policy.

### 4 Policy Principles

- 4.1 All complaints and appeals will be dealt with in accordance to the principles of procedural fairness which respect the right of a complainant to be heard by an impartial party
- 4.2 All attempts will be made to resolve complaints and appeals as close to the source as possible
- 4.3 Complainants and respondents will not be subject to discrimination or harassment resulting from their participation in any non-academic grievance resolution process
- 4.4 Staff shall make all attempts to respond to complaints within the time limits specified in this policy
- 4.5 All procedures relating to this policy will be available to the public.
- 4.6 All communications arising from the complaints process, together with the proceedings of the appeals and grievance committee, will remain confidential except to the extent necessary to give effect to this policy
- 4.7 Where the appeal relates to suspension of enrolment, students may maintain their enrolled status whilst awaiting the outcome of the appeal
- 4.8 If at any time during the internal or external grievance process a decision is made in favour of the complainant, FIC will immediately implement the decision and advise the complainant of the outcome

### 5 Administrative Procedures

- 5.1 Records of all complaints and appeals will be kept for a period of five (5) years
- 5.2 All records relating to a non-academic grievance will be kept in strict confidence and filed separate from student files
- 5.3 All non-academic grievance records will be under the responsibility of the Senior Academic Success Manager and VP Corporate Services

### 6 Non-Academic Grievance Process

- 6.1 The academic grievance policy is a staged process.
  - Stage 1 - Informal Communication
  - Stage 2 - Formal Grievance and Appeals Process
  - Stage 3 - Appeals and Grievance Committee
- 6.2 Refer to **SP002.1: Student Non-Academic Grievance Policy Procedures** for how the process shall be carried out
- 6.3 Students who require assistance understanding this policy, it's scope, effective instruments and procedures may contact an FIC Student Success Advisor for support.



# Student Non-Academic Grievance Policy Procedure

**Policy Number:** SP002.1

**Revision:** July 2, 2022

**Parent policy:** SP002: Student Non-Academic Grievance Policy

## 1. Purpose

- 1.1. The purpose of this procedure is to describe the process that will be followed to resolve non-academic grievances and appeals

## 2. Procedures

- 2.1. The non-academic grievance process is a four (4) staged process, and shall be followed sequentially
  - Stage 1 - Informal
  - Stage 2 - Formal grievance and appeals process
  - Stage 3 - Appeals and Grievance Committee

## 3. Stage 1 – Informal

- 3.1. Direct communication between the complainant and respondent shall occur to discuss their points of view and attempt to find an amicable resolution (where safety is not a concern)
- 3.2. Grievances are to be brought to the attention of the respondent within 10 business days of the inciting incident
- 3.3. The complainant is entitled to request and receive a written response outlining a full explanation for any decisions and actions taken
  - 3.3.1. All written responses are to be relayed to the complainant within 10 business days barring extenuating circumstances

## 4. Stage 2 – Formal Grievance & Appeals Process

- 4.1. Only to be initiated if Stage 1 is unsuitable or unavailable, and must be initiated within 20 business days of the inciting incident via the submission of written notice of appeal
- 4.2. Stage 2 is to be executed in 3 escalating steps;

**Stage 2, Step 1** – if the complainant has engaged in the Stage 1 informal process and is not satisfied with the outcome, the complainant can, within the 20-business day window, meet with a Student Success team member, who will attempt to bring the matter to an amicable resolution. Any staff member involved in Stage 1 shall not be involved in Stage 2.

**Stage 2, Step 2** – Should step 1 fail to yield an amicable resolution, the matter is to be escalated to the Student Success Manager. The Student Success Manager will review the written notice of appeal and make an appointment with the complainant for a first hearing and attempt to find an amicable resolution within 5 business days of receiving the case.



**Stage 2, Step 3** – Should step 2 fail to yield an amicable resolution, the situation is escalated to the Senior Academic Success Manager who, upon review of the written appeal, will issue a written response within 10 business days of receiving the written appeal.

**5. Stage 3 – Appeals and Grievance Committee**

- 5.1. The committee shall consist of;
  - 5.1.1. The College Director and Principal
  - 5.1.2. The Director of Admissions
  - 5.1.3. The Associate Director, Students
  - 5.1.4. A Student Success Team Member
- 5.2. Any staff member involved in any preceding attempts at resolution shall be replaced on the Committee by the most appropriate senior staff alternate
- 5.3. This stage is only to be initiated if grievance was not adequately addressed in Stage 2 based on the following criteria;
  - 5.3.1. The complainant believes that there was insufficient opportunity to present their case to the decision maker in Stage 2, step 3;
  - 5.3.2. The process was not carried out in accordance with FIC policy and procedures
  - 5.3.3. The decision was reached contrary to evidence provided or failed to consider all evidence relevant to the case
- 5.4. A written statement of appeal can be lodged with the Appeals and Grievance Committee
  - 5.4.1. The written statement is to be presented to the front desk, date stamped and submitted to the Associate Director, Students or most appropriate proxy
  - 5.4.2. The written statement can only be submitted within 5 Business days of the complainant receiving the written decision from stage 2, Step 3
  - 5.4.3. The College Director and Principal will have the final say on the Appeal Decisions and will issue a written responses within 15 business days of receiving the appeal.