

Formal Complaint Steps (Non-Academic Complaints)

7.1.5.4 Non-Academic Misconduct: Complaint Process Introduction

Any student who perceives that a right or privilege under this Code has been infringed or that he/she has been unjustly treated regarding the application of a Academy policy or procedure, or regarding the action of a Academy employee, may file a complaint. Without limiting the generality of the foregoing, any such complaint may involve harassment or discrimination contrary to the Academy's Respectful Work and Educational Place Policy, or any other misconduct or inappropriate behavior contrary to this policy or any other Academy policy by any member of the Academy community.

All complaints must be initiated within six months of the incident occurring.

Step 1: Student should attempt to resolve the complaint with the individual involved, on an informal basis within 15 days of the incident.

- If the student is uncomfortable addressing the issue directly with the individual, he/she may have another member of the Academy community accompany him/her
- This includes another student, or staff member the student is comfortable with

Step 2: If the complaint is not resolved, the student may receive a Conduct Complaint Form from Kern or Don Mills' front desk, or the Student Services and Academic Department Directors. These forms are submitted to the Campus Hearing Officer.

Associate Director of Student Services: Matthew Qaqish

Office at Kern Campus- Email: matthew.qaqish@canadaacumen.ca

Academic Manager: Charlene Pannarele

Office located on first floor of Don Mills Campus- Email: charlene.pannarele@canadaacumen.ca

Campus Hearing Officer: Matthew Qaqish

Complaints involving Academy Employees will be dealt with in accordance with applicable laws, Academy Policies and Procedures and current collective.

Step 3: The campus hearing officer will contact the complainant to acknowledge receipt of the complaint within (1) business day, if the complaint raises an issue of health and/or safety, or within (3) business days in any other case.

Step 4: Unless the Campus Hearing Officer determines that the complaint can be resolved to the satisfaction of the complainant without notice to the person against whom the complaint has been made (the respondent), the Campus Hearing Officer will advise such respondent of the complaint.

Step 5: The Campus Hearing Officer shall whenever possible commence an investigation within (5) days of the receipt of the complaint. Both complainant and respondent will be given opportunity to state their respective cases with regard to the complaint. Every attempt will be made to resolve the complaint

Step 5: At the conclusion of the investigation, The Campus Hearing Officer may:

- a) Dismiss the complaint OR
- b) Issue a penalty within the Campus Hearing Officer's jurisdiction OR
- c) Refer the matter to a Senior Administrator

The campus hearing officer shall notify all parties of the disposition of the complaint, in writing, within (3) days of the completion of the investigation.

If a complaint is referred to a Senior Administrator, the Senior Administrator will notify the parties of the disposition of the complaint, in writing, within (10) days of receipt of the report.

Formal Complaint Steps: (Academic Complaints)

7.1.6.5 Academic Misconduct: Complaint Process

Step 1: When a faculty member suspects academic misconduct, he/she (or his/her supervisor) will notify the student of the specific alleged infraction(s) as soon as practicable.

Step 2: Within (10) days of notification, the faculty member or supervisor will discuss the situation with the student, inform of disciplinary actions, and give the student the opportunity to respond to the allegation. If the student fails to attend this meeting to address the allegation, it may result in an academic penalty.

Step 3: A student who is the subject of a complaint process for Academic Misconduct is prohibited from dropping the course before the matter is resolved. If the complaint is dropped, then the student has the right to drop the course.

Step 4: The faculty member may recommend an administrative penalty in addition to an academic penalty

Step 5: A supervisor who receives a complaint in relation to Academic Misconduct will review the information and the supervisor may:

- Decide no further action is warranted; or
- With or without recommendation, notify the student that the matter is being reviewed for disciplinary action The student should have the opportunity to address this matter within (10) days of receipt of notification
- Refer the matter to appropriate senior administrator with a recommendation of Dismissal