A. Purpose
It is the desire of Niagara College to resolve any complaints or concerns in a prompt and
courteous manner and as close to the source as possible. Students with complaints or issues are
urged to contact the appropriate college personnel in order to receive assistance.

It is the expectation of the College that most issues will be resolved informally by way of
discussion between the student and the appropriate staff member.

For certain complaints or concerns, Niagara College has established specific procedures to be
followed in those cases. For example, complaints regarding final grades or program withdrawals
are subject to the academic appeal policy; complaints regarding harassment/discrimination are
subject to the harassment/discrimination policy. Students will be expected to initiate their
complaint or express their concern in accordance with those specific policies. In any other case,
students are required to follow the general complaint procedure set out below.

B. Practice on Student Complaints and Issues

Step 1 In an effort to resolve the issue informally, the student will bring the issue to the
appropriate staff member. The staff member may request that the student complete a
Student Issue Form (available in divisional offices, counselling services, student
administrative council offices, and Niagara College Libraries).

Step 2 If no resolution at Step 1, the student may present the complaint or concern in writing
using the Student Issue Form to the Academic Administrator of the division in which
the student is registered. The written submission must include details related to the
Step 1 process (see Student Issue Form).
The Academic Administrator will initiate an individual or joint discussion with the
student(s) and staff member(s) involved. If resolved, the Academic Administrator will
notify all concerned parties.

Step 3 If no resolution at Step 2, the student may refer the matter to the appropriate Vice-
President. The appropriate Vice-President will review the materials submitted and may
convene a meeting between the parties. The Vice-President will render a final decision
and notify all parties concerned.

As a guideline, the time frame from steps one (1) to three (3) should not normally exceed one
month.