

SIR SANDFORD FLEMING COLLEGE

POLICY MANUAL

POLICY NO. 5-506	APPROVED BY: Board of Governors
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Revised August, 1999 (Motion #3)	
Revised May 24, 2006 (Motion #6)	
SUBJECT: STUDENT RIGHTS & RESPONSIBILITIES	

**STUDENT RIGHTS AND RESPONSIBILITIES
POLICY 5-506**

Revised policy takes effect December 20, 2011

The College shall publish a set of procedures regarding the rights and responsibilities of students that shall:

- emphasize the primary right of the student to learn and to refrain from interfering with the rights of others,
- promote respect for the integrity of the learning process,
- promote a respect for the dignity of all members of the College community,
- articulate the responsibilities of all members of the College community,
- ensure a system of procedural due process to protect the rights of all concerned, and,
- provide an equitable system of enforcement.

PROCEDURE: STUDENT RIGHTS AND RESPONSIBILITIES

December 2011

Revised policy takes effect December 01, 2011

PREAMBLE

Admission to Fleming College carries with it certain rights and responsibilities. There is an expectation that students will conduct themselves as responsible members of the College Community. The College will create a climate of understanding and mutual respect for individual dignity and worth, in which each person has the opportunity to develop as an individual and contribute positively to the College Community.

SCOPE

This policy governs student rights and responsibilities on all campuses, residences and at all College sponsored activities, including activities sponsored by the student governments. It shall not be construed to alter other duties and obligations inherent in law, other College documents, or the basic educational mission and philosophy of Fleming College. Students are strongly encouraged to become familiar with their rights and responsibilities as outlined in this policy.

1.0 STUDENT RIGHTS

As with all other individuals in Ontario, students at Fleming College enjoy rights under both the Ontario Human Rights Code and the Canadian Charter of Rights and Freedoms. Fleming College is subject to these statutes and supports the students' right to legitimately and appropriately exercise these rights and freedoms. The extent of a right or freedom may reasonably vary with the circumstances, so that an exercise of a right which may be appropriate in a public place, may not be appropriate at an educational institution.

Within the Fleming Community, the student's most essential right is the right to learn. In this regard, students have a number of specific rights:

1.1 To Learn:

1. The right to a safe and secure College environment that is free from harassment of any kind.
2. The right to receive reasonable accommodation to compensate for a documented physical, learning or psychological disability.
3. The right to physical conditions within the College facilities that promote learning and well-being

4. The right to be treated with respect and dignity by College employees.
5. The right to be considered the owners of any work submitted for which the College does not provide the materials.
6. The right to see his or her own submitted course work and the right to have the evaluation explained within a reasonable timeframe.
7. The right to receive academic information as may be necessary to understand the requirements to successfully complete their course or program of instruction, including course information sheets for each course of study.
8. The right to be impartially graded.

1.2 **To Privacy:**

In recognition of students' rights, under the Freedom of Information and Protection of Privacy Act of Ontario, the College shall protect the privacy of student records and will make records available to Students in accordance with the provisions of that statute.

These records include papers; projects and other work submitted as well as commentaries made about Students' performance in practicum situations. Grades are part of Students' records. Policy # 5-503: Maintenance of and Access to, Student Records.

1. The right of confidentiality and access to personal records as provided for under the "Freedom of Information and Protection of Privacy Act". Student records, including marks and grades, are considered to be confidential personal information, which will be protected in accordance with Policy # 5-503: Maintenance of and Access to, Student Records.

1.3 **To Be Informed:**

1. The right to receive the rules and regulations of the College that affect students, including but not limited to: Post Secondary Academic Regulations, Student Rights and Responsibilities, Harassment and Discrimination Prevention Policy, at the beginning of the academic year.
2. The right to be informed of the College's definition of cheating and plagiarism and the consequences for such acts of academic dishonesty.

3. The right to inquire into, and be informed about, the reasons for the rules and regulations which affect students.

1.4 **To Be Heard:**

1. The right to make representation to the appropriate College authority for changes to the rules and regulations that affect students.
2. The right to make a complaint concerning academic or other College matters.
3. The right to be informed of, and be able to respond to, allegations of unacceptable behaviour or any conduct for which sanctions may be imposed.

1.5 **To Appeal:**

1. The right to appeal, subject to Post Secondary Academic Regulations, and the Student Rights and Responsibilities policies, any decision/sanction taken or imposed by the College as a result of a formal process affecting his or her academic or personal standing within the Fleming community.

1.6 **To Organize:**

1. The right to form, join in, or take part in a lawful group or organization for intellectual, religious, social, economic, political, cultural or recreational purposes subject to College policy.

1.7 **To Use College Facilities:**

1. The right, as a member of a student organization recognized by the College, to use facilities designated by the College as available for student use. Students will abide by any College regulations in regard to such use, including the payment of fees or expenses.

2.0 **STUDENT RESPONSIBILITIES**

Within the Fleming Community, the student's most fundamental responsibility is to actively take responsibility for his/her own learning, supporting and promoting an environment that is conducive to learning for all. The responsibilities listed below and the specific examples of breaches of those responsibilities are designed to educate and to ensure that a safe, equitable and respectful learning environment is maintained at Fleming College. Students who breach any of these responsibilities may receive a sanction according to the associated procedures.

Students have a right to expect that all other members of the College Community will meet the standard of behaviour outlined in the following responsibilities.

2.1 **Respect for Persons**

Students have the responsibility to respect the physical and emotional well-being, and the sense of personal worth and dignity of other students and members of the College Community.

Breaches of this responsibility include, but are not limited to the following:

- a) Any student who assaults any person on College property or any member of the College Community, whether on College property or elsewhere (as a result of College-related business).
- b) Any student who threatens or acts in an intimidating manner against any person on College property or any member of the College Community, whether on College property or elsewhere (as a result of College-related business).
- c) Any student who sexually harasses another person on College property or any member of the College Community, whether on College property or elsewhere (as a result of College-related business). Complaints of sexual harassment are dealt with through the Harassment and Discrimination Prevention policy established by the College.
- d) Any student who harasses another person on College property or any member of the College Community, whether on College property or elsewhere (as a result of College-related business) on any grounds, including but not limited to ancestry, place of origin, colour, ethnic origin, citizenship, sex, marital status, family status, disability, race, creed, sexual orientation, age or economic status. Violations of the Ontario Human Rights Act will be dealt with through the Harassment and Discrimination Prevention policy established by the College.
- e) Any student who makes false statements, whether written or spoken, which are damaging to the reputation of another member of the College Community.
- f) Any student who acts in a disrespectful way to another person while on College property or while at a College activity by, yelling, swearing, using profanity or by using demeaning speech or gestures.

2.2 **Respect for Property and College Facilities**

Students have the responsibility to respect College Property, the property of other members of the College Community and to respect the proper use of College facilities.

Breaches of this responsibility include but are not limited to the following.

- a) Any student who commits an act of theft or is in possession of stolen property while on College property, or engages in an act of theft or possession of stolen property affecting the property of the College or any member of the College Community.
- b) Any student who fails to return borrowed College property after the date for its return and/or demand for its return has been made.
- c) Any student who intentionally or carelessly damages or defaces College property or the property of any member of the College Community.
- d) Any student who litters the campus.
- e) Any student who enters any part of College property where that person has no right to be or who enters College property after having been excluded from entry by a sanction or legitimate order from a College agent or employee is a trespasser.
- f) Any student who accesses or uses College computing facilities for purposes other than those for which they have been provided or who abuses such facilities (Information Technology Appropriate Use Policy).
- g) Any student who disobeys rules and regulations concerning the use of campus buildings and other College owned or operated facilities.
- h) Any student who possesses, duplicates or uses any College key without proper authorization.

2.3 **Maintain Orderly Learning and Working Environment**

Students have the responsibility to contribute to an orderly learning and working environment while on campus or any other learning experience associated with the College.

Breaches of this responsibility include but are not limited to the following.

- a) Any student who disrupts a class, laboratory, placement situation, field trip, extra-curricular activity or who is disruptive in a resource centre, whether by sounds or actions, or by failing to follow the directions of any teacher, or person in authority.
- b) Any student who by sounds or actions creates a disturbance anywhere on College property, or otherwise interferes with the peaceful use of College property by others.
- c) Any student who creates a false alarm on College property by any means.
- d) Any student who is in possession of a weapon including a weapon restricted or prohibited by the Criminal Code of Canada on College property or at a College activity (outside of accepted curricular activities related to weapons).

2.4 **Observance of Laws, Policies, Procedures and Directions**

Students have the responsibility to observe the laws of the Land, established College policies and procedures and reasonable directions/requests by College employees.

Breaches of this responsibility include but are not limited to the following.

- a) Any student who violates any section of the Criminal Code of Canada or any other federal, provincial or municipal statute, while on College property or at a College activity.
- b) Any student who violates any legitimately established College policy or regulation.
- c) Any student who disobeys an order or directive lawfully given by a College employee or agent for the College.

2.5 **Alcohol and Prohibited Substances**

Students have the responsibility not to abuse alcohol or prohibited substances while on College property or at a College-sponsored activity.

Breaches of this responsibility include but are not limited to the following.

- a) Any student who is on College property or is involved in a College activity and is in a state of intoxication due to alcohol consumption or another substance.
- b) Any student who is in possession of alcohol while on College property or while involved in a College-related activity, except where such possession is licensed, authorized or permitted under the laws of the province of Ontario.
- c) Any student who is in possession of any substance prohibited under the Controlled Drugs and Substances Act or the Food and Drug Act while on College property or involved in a College activity or who offers or sells such substances.

2.6 **Honesty**

Students have the responsibility to be honest with respect to academic matters and to be honest when dealing with other members of the College Community.

Breaches of this responsibility include but are not limited to the following.

- a) Any student who cheats or plagiarizes in relation to academic work (see Academic Regulations).
- b) Any student who misrepresents any fact to the College or fails to disclose a fact, or assists another to do so, where such

misrepresentation affects admission, matters of academic standing
or another College process.

STUDENT RIGHTS & RESPONSIBILITIES

COMPLAINT PROCEDURES

PREAMBLE

There may be times when students need to express some dissatisfaction about the College, its operations or its employees. Similarly, from time to time, members of the College Community may feel that a student has violated his/her responsibilities as a student at Fleming. The College encourages the resolution of complaints at the lowest level possible and in a timely manner. Individual circumstances, however, may make an informal resolution impractical or inappropriate.

1.0 PROTECTION FROM REPRISALS

In order to protect individuals who make use of this policy or participate in proceedings as part of the complaint procedure, the College prohibits reprisal or threats of reprisal against these individuals and will take appropriate action against those who disregard this prohibition.

2.0 TIME LIMITS

A complaint may be made by students currently registered at Fleming College and by former students registered at the time of the occurrence of the incident giving rise to the complaint. A complaint must be made within 30 days of the incident(s) giving rise to the complaint except in extenuating circumstances which, in the opinion of the College, would justify an extension. Complaints on behalf of a student by a third party will not be accepted.

3.0 VIOLENT OR POTENTIALLY VIOLENT SITUATIONS

In order to protect the safety of all members of the College Community, violent or potentially violent situations must be dealt with expediently. This means involving the proper authorities, including police and security, in a timely way. This does not preclude the rights of individuals involved to due process, which will be observed following whatever immediate intervention may take place.

In the event of assault or imminent danger:

- Remove yourself from immediate danger (warn others)
- Call 911 for police assistance
- Call College security at ext. 8000
- Contact your supervisor (for employees)
- Contact your coordinator (for students)

4.0 **VIOLATIONS OF STUDENT RIGHTS**

A student has the right to lodge a complaint if s/he feels his/her rights have been violated or that an issue needs to be addressed/corrected within the College. There are a number of resource people available to assist the student with procedural information related to the complaint. These resources include, but are not limited to, Student Administrative Council/Student Association members, Counsellors, Student Advisors, Faculty, Coordinators and Administrative staff. Students are encouraged to attempt to resolve complaints at an informal level whenever possible.

Students wishing to lodge a complaint associated with an academic assessment (final grade), are referred to the Post-Secondary Academic Regulations, Section 8.0).

4.1 **Informal Complaints**

If a student has a complaint about the actions of a College employee (faculty, support staff or administrator), the student is encouraged to meet with that individual in an attempt to resolve the complaint. In cases where the incident precipitating the complaint is of a serious nature (e.g. assault or threatening behaviour) and/or the complainant does not feel comfortable confronting the person directly, s/he may pursue the formal complaint process.

If a student has a complaint related to an issue with a College process or College department, the student should first meet with the College employee directly responsible for the issue in an attempt to resolve it. If the matter is academic in nature, but not a grade appeal, the student should meet with the program coordinator in an attempt to resolve the issue. If the issue remains unresolved after a meeting with the employee/coordinator the student may pursue the formal complaint process.

The procedure for lodging an appeal of a final grade is described in the Post Secondary Academic Regulations, Section 8.0, Decisions on final marks.

4.2 **Formal Written Complaint**

If a complaint cannot be resolved through the Informal Complaint procedure, the student can initiate a formal complaint by putting their complaint in writing.

- a) For complaints related to an issue with a course or program (not grade appeal or cheating violation) the written complaint should be submitted to the Dean (or designate) responsible for the student's program/course in question.

- b) For complaints relating to issues other than academic, the written complaint should be submitted to the manager responsible for the process or department in question (see 4.0 for student assistance).

The written complaint should be submitted on the formal written complaint form. The template can be found in Appendix A – Formal Written Complaint Form.

The Dean (or designate) or manager will acknowledge receipt of the letter, normally within three (3) working days.

The Dean (or designate) or manager will investigate the situation with the stakeholders involved in one of two ways:

1. By conducting an individual investigation with the stakeholders involved and providing a written recommendation or decision, normally within seven (7) working days of receipt of the student's written complaint, or
2. By appointing a formal Complaint Tribunal which will investigate the complaint and render a decision, normally within ten (10) working days of receipt of the student's written complaint.

The Complaint tribunal is comprised of the following individuals:

- The Dean or designate/manager or designate
- A faculty or staff member from the centre, department or service area involved
- One student chosen by the Student Administrative Council/Student Association

After a decision/recommendation is made, the manager or Dean will follow up by sending a written decision to the complainant outlining the decision and what action is to be taken, if any (normally within 10 working days).

4.3 **Final Resolution**

In those cases where the complaint has not been resolved to the student's satisfaction during the first formal complaint process or where the complaint has not been dealt with within 15 days in the manner described in 4.2 above, the student can take his/her written complaint to either the Vice President Academic, for cases previously dealt with by a Dean or to the appropriate Executive Leader (the administrator to whom the manager who first heard the formal complaint reports). This written complaint must adhere to the format outlined in the template found in Appendix B – Formal Written Complaint Final Stage directed to the Vice President Academic or appropriate Executive Leader (see section 4.0 for student assistance)

The Vice President Academic (or designate) or the Executive Leader (or designate) receiving the complaint at the second level will acknowledge the receipt of the letter, normally within 3 working days.

The Vice President Academic or the Executive Leader will investigate the complaint with the stakeholders involved in one of two ways:

1. By conducting an individual investigation with the stakeholders involved and providing a written recommendation or decision, normally within 7 working days of receipt of the student's written complaint, or
2. By appointing a formal Complaint Tribunal which will investigate the complaint and render a decision, normally within ten (10) working days of receipt of the student's written complaint.

The Complaint Tribunal is composed of the following individuals:

- The Vice President Academic/Executive Leader or designate
- A faculty or staff member
- One student chosen by the Student Administrative Council/Student Association

After a decision/recommendation is made, the Vice President Academic/Executive Leader will follow up by sending a written decision to the complainant outlining the decision and what action is to be taken, if any (normally within 10 working days). This decision will be final. The administrator(s) responsible for hearing the complaint will keep records of any relevant documentation.

5.0 **VIOLATIONS OF STUDENT RESPONSIBILITIES** **(STUDENT BEHAVIOUR ISSUES)**

A member of the college community (student, faculty, staff or administrator) has the right to lodge a complaint if s/he feels a student has violated his/her responsibilities.

A number of resource people are available to provide procedural information related to the complaint. These resources include, but are not limited to, Student Administrative Council/Student Association members, counsellors, student advisors, faculty, coordinators, and administrative staff.

Members of the college community are encouraged to attempt to resolve complaints at an informal level whenever possible.

5.1 **Informal Complaint**

If a member of the College community feels that a student has violated his/her responsibilities, s/he should attempt to bring this to the attention of the student. If the matter is of a serious nature, is a repeated violation, or remains unresolved at this stage, the member of the College community should follow the "formal written complaint" procedure outlined in Section 5.2. Note that violence or threats of violence should always be dealt with using the formal written complaint process after immediate action is taken.

5.2 **Formal Written Complaint**

If a complaint cannot be resolved through the Informal Complaint procedure, the complainant can initiate a formal complaint by putting their complaint in writing. The written complaint must follow the format provided in Appendix A – Formal Written Complaint Form. The written complaint should be delivered to the appropriate Student Services Administrator at each campus (see appendix A).

The Director, Housing & Conference Services or designate will acknowledge receipt of the letter, normally within three (3) working days.

The Director, Housing & Conference Services or designate will investigate the complaint with the stakeholders involved in one of two ways:

1. By conducting an individual investigation with the stakeholders involved and providing a written decision, normally within seven (7) working days of receipt of the written complaint, or
2. By appointing a Tribunal which will investigate the complaint and render a decision, normally within ten (10) working days of receipt of the written complaint.

The Tribunal is comprised of the following individuals:

- The Director, Housing & Conference Services or designate
- A faculty or staff member, usually from the centre, department or service area involved
- One student chosen by the Student Administrative Council/Student Association

The Director, Housing & Conference Services or designate shall ensure that there is procedural fairness, taking care to see that all persons affected by the decision of the Tribunal are given a reasonable opportunity to present their case and that the Tribunal listens fairly to all sides and reaches a decision without bias. The Director, Housing & Conference Services or designate will follow up on the recommendations of the Tribunal and provide a written response to the complainant and the student in violation.

5.3 **Possible Sanctions**

If a student is deemed to have violated their responsibilities, sanctions may be imposed by the Director, Housing & Conference Services or designate. Sanctions may be singular or imposed in combination. If sanctions are imposed, they should be fitting and appropriate to the seriousness of the behaviour in question, the impact of the behaviour on the College Community and whether there have been previous violations. This does not preclude suspending a student from academic privileges, pending investigation, when in the judgment of the College, the student's action is serious and inappropriate. Any sanction calling for the suspension and/or dismissal of the student must be approved by the Executive Director, Student Services.

Sanctions in addition to those stated in these Policies and Procedures may be established by the College if, in the judgment of the President or his/her representative, such sanctions are necessary.

The College may take disciplinary action if there is a violation of law or, in the case of offenses occurring within, or affecting people on, property owned or controlled by Fleming College, or when students are in attendance at a College sponsored event. The words "College-sponsored event" shall be broadly construed and will include events sponsored by the Student Administrative Council/Student Association and other bodies affiliated with the College.

5.3.1 **Written Reprimand**

A written reprimand is a formal letter to the student that will remain on file for the duration of a student's time at the College. The letter includes the following information:

- a) Description of the behaviour in question;
- b) A description of the consequences if the behaviour is repeated: i.e. continuation or repetition of conduct found to be in violation of Student Responsibilities may be cause for more severe disciplinary action if another violation occurs within a stated period of time;
- c) Information regarding resources within the College the student may access for assistance with the behaviour problem (if appropriate).

5.3.2 **Restitution or Fines**

Fines or restitution orders may be imposed to compensate the College or community member(s) in the event of defacement, damage to, or

misappropriation of property. Failure to pay restitution or a fine within the time limit prescribed may result in further disciplinary action.

5.3.3 **Temporary Dismissal**

A temporary dismissal is an order by a College professor, support staff or administrator, directing that a student leave the classroom, laboratory, placement situation, resource centre or other area on campus or where a College-sponsored activity is occurring.

5.3.4 **Behavioural Contract**

A behavioural contract is a written agreement between the College and the student which specifies certain behaviours that the student must comply with. If the contract is broken by the student, he/she may be suspended or expelled from the College.

5.3.5 **Probation**

Probation is an order which is designed to permit the student to attend classes, laboratories and placements. It will normally limit campus activities and may include specific terms and conditions. A student who is on probation is subject to suspension or expulsion if there are any further breaches of College regulations or the probation order.

5.3.6 **Suspension**

Suspension refers to exclusion from classes, field placement and other privileges or activities for a stated period of time. Suspension may include exclusion from the campus and property belonging to the College for a stated period of time. Any sanction calling for the suspension of the student must be approved by the Executive Director, Student Services.

5.3.7 **Expulsion**

Expulsion refers to the permanent termination of student status. Any sanction calling for the expulsion of a student must be approved by the Executive Director, Student Services. Re-admission may be sought under conditions established by the College at the time of expulsion.

Students who have been expelled will be required to meet with the Executive Director, Student Services if they wish to re-apply for admission. If the Executive Director, Student Services determines that the student is eligible to return, the Executive Director, Student Services will articulate any conditions that the student must meet in order for their re-application to be considered. This may be in the form of a written behavioural contract which states that the student must

adequately conform to the behaviour outlined in the Student Rights & Responsibilities document as well as any other reasonable behavioural restrictions. If a repetition of inappropriate behaviour re-occurs, additional disciplinary sanctions may be imposed, including the possibility of expulsion.

6.0 **APPEAL PROCEDURE**

6.1 A student may appeal the following under the Student Rights and Responsibilities policy and procedures:

- a) A decision that a student has been in violation of his/her Student Responsibilities.
- b) A sanction imposed as a result of a violation of Student Responsibilities.

To appeal an academic assessment (final grade) students are referred to the Post Secondary Academic Regulations, Section 8.0.

6.2 An appeal of the above decisions must be made within five (5) working days of the decision being appealed. An appeal not made within the time limit will not be heard unless there are, in the opinion of the College, exceptional circumstances.

6.3 Appeals dealing with academic sanctions of suspension or expulsion will be dealt with by the Vice President Academic. All other appeals will be dealt with by the Executive Director, Student Services. Appeal procedures for both routes of appeal will be the same.

6.4 The student will notify the Executive Director, Student Services or in appeals dealing with suspension or expulsion, the Vice President Academic, in writing of his/her intent to appeal. The written statement of appeal must state: the name of the person appealing, the person or group making the decision being appealed, whether the decision or sanction or both are being appealed, the grounds for the Appeal, and the remedy which the person appealing is requesting from the Appeals Forum. The format of the appeal must adhere to template found in Appendix C – Notice of Intent to Appeal.

6.5 The Executive Director, Student Services or designate/Vice President Academic or designate will hear the appeal in one of two ways:

1. By reviewing the documentation and investigating the grounds for the appeal and providing a written decision, normally within ten (10) working days of receipt of the written appeal, or
2. By convening an Appeals Tribunal which will hear the appeal and provide a written decision, normally within ten (10) working days of receipt of the written appeal.

The Appeals Tribunal will consist of the following members:

- The Executive Director, Student Services/Vice President Academic or designate
- A faculty member or staff member, usually from the department involved
- One Student chosen by the Student Administrative Council/Student Association

6.6 Any individual who has been involved in or has made a decision with regard to the issue being appealed shall not be part of the appeal process.

6.7 The Executive Director, Student Services or designate/Vice President Academic or designate shall co-ordinate the procedures at an appeal ensuring procedural fairness, taking care to see that all persons affected by the decision of the Tribunal are given a reasonable opportunity to present their case and that the Tribunal members listen fairly to both sides and reach a decision without bias.

6.8 All parties to the proceedings of the Appeals Tribunal shall be given reasonable notice of the time, place and purpose of the meeting.

6.9 A student appealing may:

- a) Be accompanied by an advisor from the College community (e.g. counsellor, faculty member, student, etc.). The normal role of such an advisor would be to advise and support the student during the proceedings, not to speak for the student.
- b) Be present at all times during the proceedings (with the exception of deliberations by the Appeals Tribunal)
- c) Present submissions and call voluntary witnesses as might be required to support his/her argument
- d) Conduct a line of questioning reasonably required for a full and fair disclosure of the facts.

6.10 The person who initiated the original complaint of violation may:

- a) Be accompanied by an advisor from the College community

- b) Be present at all times during the proceedings (with the exception of deliberations by the Appeals Tribunal)
 - c) Present submissions and call voluntary witnesses as might reasonably be required to support his/her argument
 - d) Conduct a line of questioning reasonably required for a full and fair disclosure of the facts.
- 6.11 Other individuals may, subject to advance consultation with the Chair, present submissions relevant to the matter in question.
- 6.12 A student involved in an appeal procedure will have the right of access to all relevant data bearing on the decision being appealed subject to Freedom of Information or other appropriate Policies.
- 6.13 The Appeals Tribunal must normally hear the appeal within ten (10) working days from the date the written appeal is received by the office of the Executive Director, Student Services or Vice President Academic. Extensions may be granted if, in the opinion of the Executive Director, Student Services or designate/Vice President Academic or designate, extenuating circumstances exist.
- 6.14 Within three (3) working days of the decision by the Appeals Tribunal, the Executive Director, Student Services or Vice President Academic shall notify the student of the decision in writing stating the reasons for the decision.
- 6.15 The decision at this level shall be final and binding.

7.0 **RECORD KEEPING AND ACCESS TO RECORDS**

All records resulting from formal Student Responsibilities complaints will be kept in a secure central registry. Keeping these records will be the responsibility of the Director, Counselling and Learning Support Services. Access to these records will be restricted to Deans and others deciding on appropriate academic sanctions once a determination of guilt has been established.

APPENDIX A:

**STUDENT RIGHTS & RESPONSIBILITIES
FORMAL WRITTEN COMPLAINT FORM**

This complaint form is to be used by Students or College employees for the purpose of submitting a formal written complaint in the following circumstances:

1. Student complaint related to course, program, faculty or other academic issue (other than grade appeals) should be directed to the appropriate Dean.
2. Student complaint regarding a non-academic issue should be directed to the manager of the department in question.
3. Student or employee complaints regarding the behaviour of a student should be directed to:

Sutherland Campuses - Director, Housing & Conference Services
(tdoak@flemingc.on.ca, ext. 1101)

Frost Campus – Manager, Student Services Frost (room 254,
margray@flemingc.on.ca, ext. 3255)

Haliburton Campus – Manager, Student Services Frost (room 254,
margray@flemingc.on.ca, ext. 3255) or via the Haliburton Principal’s office.

Cobourg Campus – Director, Housing & Conference Services
(tdoak@flemingc.on.ca, ext. 1101) or via the Cobourg Principal’s office.

To	
Date	

COMPLAINANT INFORMATION:

Name	
Telephone Number	
Email address	
Program or Department	

WHAT IS YOUR COMPLAINT? Please describe the situation in clear, simple terms. Reference the specific rights or responsibilities in violation, if applicable.

BACKGROUND:

When did this occur? Date and time

Where did this occur? Location (i.e. room, building campus)

Who was involved? Faculty? Staff? Students? Security? Police?

Has an attempt been made to resolve the complaint? Please provide actions taken.

What do you think is a reasonable resolution to this issue?

Have you included any additional documentation? Yes No

By signing below, I acknowledge that the statements made herein, to the best of my knowledge, are accurate, complete and truthful.

Signature _____

Today's Date _____

APPENDIX B

**STUDENT RIGHTS
FORMAL WRITTEN COMPLAINT
FINAL STAGE OF RESOLUTION**

This form is used for the purpose of submitting a formal written complaint to the Executive Director, Student Services or the Vice President Academic for resolution of a complaint that has not been resolved according to the procedures outlined in Section 4.2 of the Student Rights & Responsibilities policy.

- Complaints previously directed to a Dean should be directed to the Vice President Academic at this stage.
- Complaints previously directed to a manager should be directed to the Executive Leader to whom that manager reports at this stage (students see section 4.0 of the policy for a list of those who can assist you).

Please attach the following documentation to this complaint:

- The completed FORMAL WRITTEN COMPLAINT FORM as per Section 4.2 of the Student Rights & Responsibilities policy,
- The written response from the Dean or Manager who heard the complaint at the previous level.

To	
Date	

COMPLAINANT INFORMATION:

Name	
Telephone Number	
Email address	
Program	
Student ID#	

WHY ARE YOU REQUESTING THAT THIS COMPLAINT BE REVIEWED?
Please describe situation in clear, simple terms.

WHAT DO YOU THINK IS A REASONABLE SOLUTION TO THIS ISSUE?

By signing below, I acknowledge that the statements made herein, to the best of my knowledge, are accurate, complete and truthful.

Signature _____

Today's Date _____

APPENDIX C

STUDENT RESPONSIBILITIES (STUDENT BEHAVIOUR ISSUES) NOTICE OF INTENT TO APPEAL

This form is used for the purpose of submitting a formal notice to either the Executive Director, Student Services or Vice President Academic of the intention to appeal one or both of the following:

- A conviction of breaching Student Responsibilities,
- A sanction imposed as a result of a breach of Student Responsibilities.

If the appeal is regarding a sanction of suspension or expulsion, the appeal should be directed to the Vice President Academic. All other appeals should be directed to the Executive Director, Student Services.

To	
Date	

APPELLANT INFORMATION:

Name	
Telephone Number	
Email address	
Program	
Student ID#	

WHAT ARE YOU APPEALING? (please check)

- A conviction of breaching my student responsibilities,
 A sanction imposed as a result of breaching my Student Responsibilities.

WHO MADE THE DECISION CURRENTLY UNDER APPEAL AND WHAT SANCTION WAS IMPOSED? (Provide any documentation related to this decision)

BRIEFLY DESCRIBE YOUR GROUNDS FOR APPEALING

WHAT DO YOU THINK IS A REASONABLE RESOLUTION/SANCTION?

By signing below, I acknowledge that the statements made herein, to the best of my knowledge, are accurate, complete and truthful.

Signature _____

Today's Date _____