

STUDENT COMPLAINT POLICY

1. Policy

Hanson Language School (hereinafter called ‘HLS’) is committed to maintaining a safe environment for students to freely express their concerns relevant to their experience in the school. The Student Complaints Policy is used to inform and assert individual rights and responsibilities of students, and to outline HLS’s procedure for receiving and responding to complaints about issues that impact Hanson Language School students. The school will seek to achieve procedural fairness in reviewing and resolving all student complaints and ensure effective communication to all parties involved in all stages of the process.

2. Scope

This policy applies to all HLS students and staff members, both administrative and faculty. The following related complaints can be filed under this policy:

- 2.1. Complaints relating to conduct. For example, misconduct breaching HLS’s Code of Conduct Policy, such as experiencing or witnessing discrimination, harassment, and/or bullying.
- 2.2. Complaints relating to academic decisions, such as complaints alleging unfair or inequitable academic treatment.

3. Definitions

Complainant	An HLS student who makes or files a complaint under this policy.
Respondent	Someone against whom a complaint has been made.

4. Handling Complaints

4.1. Informal (Personal) Resolution

If possible, it is recommended that in all but the most serious cases, the Complainant attempts to informally resolve the issue at hand with the person causing the offence before deciding to file a formal complaint under this policy.

4.2. Formal Resolution

4.2.1. Filing a Formal Complaint

- 4.2.1.1. To file a formal complaint under this policy, the student Complainant can fill out the Student Complaint Form. All formal complaints must be made in writing.
- 4.2.1.2. The student Complainant must fill in the form accurately and honestly. Any misrepresented/false complaints will have consequences for the Complainant. If the student needs assistance describing what he/she has experienced, a staff member can be appointed to provide support.
- 4.2.1.3. The completed Student Complaint Form can be handed over to the School Academic Administrator (or designate) who will review the form and bring the issue to the Vice Principal, (and/or designates).

4.2.1.4. Students also have the opportunity to make oral submissions and to have a person of their choosing make complaint submissions on behalf of the student complainant.

4.2.2. Review and Resolution

4.2.2.1. A committee of staff members will be appointed to resolve the complaint.

4.2.2.2. The committee will review the relevance and severity of the complaint and will evaluate the next course of action. If more information is needed, the Academic Administrator may be requested to speak further to the student(s) involved in the complaint.

4.2.2.3. Students are permitted to have a person present with them at all stages of the proceedings.

4.2.2.4. The process will take up to ten (10) business days to be resolved.

4.2.2.5. There will be reasonable endeavours to ensure the student(s) will receive the school's response on time. However, this length of time will depend on the seriousness of the complaint. HLS will ensure that the complaint is addressed as soon as possible.

4.2.2.6. The solution will be established. Once the committee has evaluated and understood the situation, the solution will be brought forward. The committee will then review the circumstances and take appropriate action.

4.2.2.7. All decisions will be communicated in written and oral format to the complainant and respondent.

4.2.3. Conclusion and Final Sign-Off

One member of the committee and the Vice Principal, (and/or designate) will sign off on the form, explaining the result of the complaint. The complaint will be filed in the Complainant's student file and the copy will be passed on to the Complainant immediately.

5. Maintenance of Records of Complaints

A record of every complaint will be maintained by Hanson Language School at the HLS department for a period of at least three (3) years following the date of the decision of the complaint review. The record shall include a copy of the complaint and any submission documents filed with the complaint. Complainants have the right to receive a copy of this record from HLS.

6. Appeals Process

6.1. If the student is still not satisfied with the outcome, he/she can appeal the decision to the Vice Principal (and/or designate), who will consider whether or not the correct process was followed.

6.2. It is not guaranteed that appeals will change the decision or final outcome.

6.3. Should a resolution not be possible within the school, students can refer to Languages Canada's Dispute Resolution Policy, found on the Languages Canada website.

7. Confidentiality

- 7.1. HLS respects the privacy and confidentiality of all persons. The confidentiality of all persons involved in a complaint's procedure must be strictly observed, including the Complainant, respondent, and witnesses, by restricting routine access to information to individuals with a need for such access and by providing training to those who are regularly involved in the administration of complaints.
- 7.2. All records regarding complaints and related documentation will be filed in a confidential manner, in accordance with the Freedom of Information and Protection of Privacy Act and the Education Act. If applicable, identities of minors (under the age of 18) involved in incidents of criminal nature or sensitive nature (such as sexual violence) will be protected and kept confidential under the Youth Criminal Justice Act (YCJA) of Canada.