



Policy Title: Student Concerns and Complaint Policy

Parent Policy: None

Policy Administrator: Vice President Student Life

Approving Body: Executive Leadership Team

Approval History: ELT June 18, 2024; Interim approval by President May 4, 2023

Effective Date: Updated June 18, 2024

Purpose:

Trinity Western seeks to provide the best educational experience for students. Acknowledging that students may on occasion have concerns or complaints about their experience, this policy is established to guide the quick and efficient resolution of concerns or complaints presented to staff members in the Student Life Division.

The objectives of this policy are:

- To ensure that the university has a clear and transparent process in place for handling student concerns and disputes
- To ensure that student concerns and disputes are handled efficiently and effectively

Scope of this Policy:

Undergraduate students, graduate students

Policy Statement:

The Student Life Division will seek to resolve complaints about student experiences through the offices that handle issues related to the concern for policies that do not have an established appeal process. When receiving a complaint from a student, the Student Life staff person receiving the complaint will make every effort to determine what office is best able to resolve the student's concern and connect the student directly to an individual in that office who is able to assist. Examples of student complaints may include but are not limited to:

- Residence Hall, roommate concerns, housing issues—Residence Life
- Security or Safety—Security Office
- Parking Permits—Security Office
- Meal plans or food service—Office of Auxiliary Service & Housing
- General concerns—Student Life Office

When a student presents a concern or complaint to the Student Life Office that is relevant to the work of any of the above offices, the following procedure will be followed: Student Life personnel (or the

*Latest Revisions adopted by University Senate April 6, 2021
Adopted by University Senate October 20, 2009*

staff member receiving the complaint) will determine who in the Student Life Division, or which Office at the University, is best able to respond to the student's concern. When possible, the student's concern should be addressed and resolved by that individual or Office. As a matter of practice, this should be considered the "normal" resolution process. When concerns can be resolved quickly, no formal record needs to be made.

When a student's concern or complaint cannot be resolved through standard procedure, or when the student is not satisfied with the resolution offered, students may make a formal complaint. Formal complaints should be presented by completing a [help desk request](#). When a complaint is received, it will be reviewed by the Director of Student Conduct. The Director of Student Code of Conduct will review the complaint and determine the Student Life staff member, or which Office at the University, is best able to resolve the situation. The student will be notified by email within two business days that his or her complaint has been received and to whom it has been assigned for resolution. Student Life staff members will make every effort to resolve a student complaint within 10 business days (more quickly when possible).

For formal complaints involving Offices outside of Student Life, the Director of Student Conduct will forward the complaint to the Vice President Student Life. The Vice President Student Life will work with the appropriate Executive Leadership Team member to determine resolution and response to appeals. Formal complaints related to the [TWU Bullying & Harassment or Sexualized Violence](#) policies will be directed to the Associate Vice President Campus Operations.

The final resolution to any student complaint will be provided to the student in email and in person when appropriate. If a student is dissatisfied with the resolution offered, he or she may appeal to the Vice President Student Life. Appeals must be in writing and submitted to the Student Life Office during regular business hours (Monday through Friday, 8:30 a.m. to 4:30 p.m.) within three calendar days of the decision regarding the resolution offered. If the third day falls on a non-business day, submit appeals via email (studentlife@twu.ca).

Following a prompt and effective review, the Vice President Student Life will communicate a decision on the student's appeal no later than ten business days. The decision of the Vice President Student Life is final.

Note: When concerns or complaints are presented by a student's parent(s), parents will be asked to encourage their child to present the concern or complaint or write the appeal. Written correspondence concerning the complaint will always be directed to the student and meetings concerning the complaint should always occur in the presence of the student.

Records of student complaints and resolutions will be kept by the Vice President Student Life. Every year the Vice President Student Life will review the complaints received that year and in the previous years to determine if there are trends or ongoing concerns that need to be addressed. If so, the Vice

President Student Life will take responsibility for implementing appropriate plans to respond to these trends.

Definitions: None

Procedures: None

Child Policies: None

Other Related Policies: [Student policies](#)