



**Canadian Casino Gaming College  
Academic Policies and Guidelines  
EDUCATIONAL COMPLAINT RESOLUTION – Page 1**

## **1 INTRODUCTION**

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In keeping with its commitment to academic excellence, Canadian Casino Gaming College is proud to offer students high-quality programs and courses delivered by highly qualified and dedicated Instructors. Canadian Casino Gaming College places a strong emphasis on providing students with learning experiences of the highest caliber.

The College assures students that any concerns they have about their educational experience are dealt with in a responsive and timely manner. Concerns regarding educational experience in the classroom that are not covered by other College policies (e.g., harassment or discrimination issues are covered by the *Student Code of Conduct and Discipline Policy*) are covered by this policy.

This policy concerns student complaints about pedagogical issues and the quality of the students' educational experience.

## **2 PROCEDURES FOR INVESTIGATING A COMPLAINT**

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Students who have concerns about the quality of education should approach their Instructors. If they are unable to talk to him/her or the issue is unaddressed, students may contact the Program Director directly. If they disagree with the Program Director's decision, they may appeal to the Director of Administration.

The process for initiating a complaint and the follow-up investigation is outlined below.

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| Student          | <ol style="list-style-type: none"><li>1. Approach the relevant Instructor and either outline concerns in person or in writing. (If a written letter is provided, retain a copy of the letter).</li><li>2. If unable or unwilling to approach the Instructor, or where concerns remain unaddressed by the Instructor, approach the Program Director/Director of the department director, who will provide guidance with the resolution.</li></ol> |
| Program Director | <p>Within a 1 - 2 week period</p> <ol style="list-style-type: none"><li>3. Hear the student complaint and if necessary, ensure the complaint is prepared in writing (either by him/herself or the students) and have the complainant sign that version.</li></ol>  |



## Canadian Casino Gaming College Academic Policies and Guidelines

### EDUCATIONAL COMPLAINT RESOLUTION – Page 2

Program  
Director

4. Investigate the merits of the complaint (which could include detailed, in-depth discussion with the Instructor, the complainant or other students, or any other investigation method deemed appropriate by the Program Director).
5. Identify the appropriate person to address the complaint.
6. Notify the students of the status of the complaint process.
7. If required, bring the Instructor and students together to discuss the situation to clarify the complaint (Section 4).
8. If the complaint has merit, work out a resolution with the Instructor and advise the student.
9. If the complaint lacks merit (e.g., if students have not regularly attended class or completed assignments, or cannot identify a specific area of concern), inform the students and provide reasons why a further investigation will not occur.
10. Students who disagree with the Program Director's assessment of the complaint may escalate their concerns to the Dean.

Director of  
Administration

When Complaint Is Received

11. Investigate the situation.
  1. If complaint has merit, resolve the complaint according to Section 2 (the Dean will act in the role of the Program Director).
  2. If the complaint is not merited, the Dean will inform the student and the matter will end.

### **3 PROCEDURES TO RESOLVE THE COMPLAINT**

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When required, the Program Director or Dean proceeds with student/faculty meetings as outlined below.

#### **3.1 Meeting With Instructor**

If the Program Director/Director of Administration feels the student's claims have merit and the initial attempts have not been able to resolve the complaint and the complaint does not fall under another College policy, he/she will:

1. Arrange a meeting with the Instructor in order to resolve the complaint. (The Instructor is entitled to be accompanied by his/her representation at the meeting. The student presenting the complaint will not attend this meeting.)



**Canadian Casino Gaming College**  
**Academic Policies and Guidelines**  
**EDUCATIONAL COMPLAINT RESOLUTION – Page 3**

**During Or Prior To Meeting**

2. Provide the Instructor with a detailed summary of the student's complaints. (There may be a series of meetings to discuss the issues.)
3. Give the Instructor an opportunity to address the specific concerns, and together develop a strategy to rectify the situation.
4. Establish a follow-up timeframe (e.g., after 3 classes or an agreed upon period of time) at which time the Instructor is to report on how the situation is progressing.

**After the Meeting**

5. Notify the students that his/her complaint has been discussed with the Instructor and ask the students to report whether the situation has improved after the agreed timeframe.
6. Follow-up with Instructor or students if they fail to provide feedback after the required timeframe.

**3.2 Student and Instructor Forum**

If the situation is not resolved, the Program Director may:

1. Convene a forum where students can express their issues in person to the Instructor. (In these situations, the Instructor may be accompanied by his/her representative, and the students may be accompanied by someone from he/she feels comfortable with.
2. Ensure that the forum is conducted in a respectful and professional manner.
3. Meet with the Instructor to discuss the issues raised at the forum.
4. Jointly develop a strategy to rectify the situation and establish a time frame to resolve the complaint.
5. Follow up with the Instructor and the complainant, as described above, to make sure the situation has been resolved.

**3.3 Further Investigation**

If the problem has not been resolved, the Program Director may be required to further investigate the situation. If it becomes apparent that the complaint is an issue of management or discipline, the Program Director will engage in appropriate activities to address the situation. Such activities may include training activities for the Instructor or progressive discipline (refer to Employment Agreement).

In this case, the Program Director will report to the students that the complaint has been investigated and is being addressed. The Program Director must not provide specific details of the actions taken, as this would violate the Instructor's right to confidentiality in a personnel matter.



**Canadian Casino Gaming College  
Academic Policies and Guidelines  
EDUCATIONAL COMPLAINT RESOLUTION – Page 4**

**4 DISAGREEMENT ABOUT THE VALIDITY OF A COMPLAINT**

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If the Instructor disagrees with the Program Director or Dean's assessment of a complaint, the Instructor is entitled to recourse, according to the terms of the employment agreement.

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