



## POLICY AND PROCEDURE MANUAL

<b>Policy Title:</b>	<b>CODE OF STUDENT RIGHTS AND RESPONSIBILITIES</b>	<b>Area of Responsibility:</b> <b>VICE PRESIDENT, STUDENT SERVICES AND ADMINISTRATION</b>
<b>Policy Section:</b>	<b>STUDENT SERVICES</b>	
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## 7.0 STUDENT SERVICES

### 7.1 **Code of Student Rights and Responsibilities**

This document will encompass the following:

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#### 7.1.1 **Introduction**

The College is committed to the provision of high quality education and training, and seeks to ensure an environment of academic integrity in both the learning and evaluation processes taking place at the

College. It is also committed to the establishment of an atmosphere of respect and appreciation for the rights and responsibilities of all those associated with the College.

The Code of Student Rights and Responsibilities (the Code) reflects the College's intention, not only to respect the rights of students, but also to require students to respect the rights of others and to observe College rules and regulations essential to the orderly operation of the College and the classroom. This includes compliance with all health and safety policies, procedures and protocols.

The Code of Student Rights and Responsibilities is intended to act as a guideline for students, staff, faculty, administrators, and the Board of Governors. It is not intended to be a legal contract between the students and the College, and it cannot override any collective agreement or other legally enforceable contract where there is a conflict. In the event of any procedures conflicting with the policies of the Board of Governors, the policies would prevail. These rights and responsibilities apply to all students engaging in educational pursuits offered by the College. From time to time, the College may make changes to the list of rights / privileges, at which point the document will be taken through the normal approval procedure.

**Every student of the College is expected to review and make him/herself familiar with the matters addressed in this Code. In addition, every student is responsible for reviewing various other policies and procedures relating to his/her enrolment at the College which can be found on the College's website. A list of such policies and procedures is contained in the Appendices to this Code. Every student is expected to adhere to these policies and to encourage other students to do the same.**

#### 7.1.2 **Definitions**

When used in this Code of Student Rights and Responsibilities:

**Academic** means those activities/behaviours and/or matters directly related to the instructional/learning process.

**Administrator** means one or more of the managerial employees of the College who perform work of an administrative nature and as defined by the Terms and Conditions of Employment for Administrative Staff.

**Campus Hearing Officer** means the staff member responsible for the complaint and resolution process for non-academic related issues. The Campus Hearing Officer has the authority to assign a designate to act on his/her behalf.

**Chair** means an administrator responsible for the operation of a School within the College and to whom faculty and staff within that School report. A Chair has the authority to assign a designate on his/her behalf.

**Code** means the Code of Student Rights and Responsibilities.

**College** means The St. Clair College of Applied Arts and Technology, its various properties and campuses, its Board of Governors, its agents and employees.

**College Community** means any member of the College Board of Governors, students, administrators, faculty members, support staff, contract workers, and agents.

**College Employee** means any person who works for or provides services to the College on a full- or part-time basis, whether belonging to a bargaining unit or not.

**College Sponsored Event/Activity** means any event/activity sponsored by the College whether on or off campus.

**Days** means working days, which are Monday through Friday, except statutory holidays and when the College is officially closed by order of the President or by virtue of any governmental order or regulation.

**Dean** means the administrator responsible for the operation of a School or Schools within the College. A Dean has the authority to assign a designate on his behalf.

**Faculty** means one or more of the professors and instructors employed by the College to teach any course of study, or any counsellor or librarian, or any person falling within the definition of an academic employee, under the current Collective Bargaining Agreement.

**Invigilator** means a person appointed to supervise students/candidates during a test or examination.

**Member** means a member of the College Community.

**Non-Academic** means those activities/behaviours and matters not directly related to the instructional/learning process.

**Official College Publication** means those publications approved by the Board of Governors or the College President, and includes the following: College Calendar, College Admission/ Handbook, Continuing Education Calendar, and the Code of Student Rights and Responsibilities.

**Personal Information** means information about an identifiable individual, including: race, national ethnic origin, colour, religion, age, sex, sexual orientation, marital or family status; education, medical, psychiatric, psychological, criminal, employment history or financial transactions; identifying numbers such as O.H.I.P., S.I.N., or student number, student home address or home telephone number; private correspondence; the individual's name where it is linked to his/her personal information.

**Proctor** means an individual who is appointed to monitor students/candidates during a test/examination which is written in the testing lab, most usually accommodated or make-up.

**Recognized Student Organization** means the student organizations recognized from time to time by the Board of Governors which include:

1. The Student Representative Council, Inc. (S.R.C.)
2. Thames Students Inc. (T.S.I.)
3. The Student Athletic Association (S.A.A.)

**Rules and Regulations** means such rules, regulations, policies or procedures as may be approved and published or communicated by the Board of Governors, the College President, or other College authority from time to time.

**Senior College Administrator** means the President, Vice Presidents and other administrators reporting directly to the President that have been designated as part as the “Senior Operations Group”.

**Vice President** means a Senior College Administrator reporting directly to the President and who is responsible for a specific area(s) of operation.

**Sexual Harassment** means unsolicited or unwanted sexual advances, or requests for sexual favours, unsolicited or unwanted verbal abuse or physical contact of a sexual nature, unwanted written or visual material of a sexual nature, including electronic materials.

**Harassment** engaging in a course of vexatious comments or conduct directed toward an individual, or group of individuals, that is known or ought to be reasonably known to be unwelcomed or unwanted.

**Student** means any person(s) registered in a course or program of study at the College, whether full-time or part-time; or a person in the process of registering to become a student (e.g.: participating in admissions testing; auditions, etc.);

**Student Press** means any publication published by a recognized student organization.

**Support Staff** means one or more of the College employees who perform work of a technical or support nature within the definition of the Support Staff Collective Bargaining Agreement.

**Violence** means:

- a) the exercise of physical force by a person against another person that causes or could cause physical injury,
- b) an attempt to exercise physical force against a person that could cause physical injury,
- c) a statement or behaviour that is reasonable to interpret as a threat to exercise physical force that could cause physical injury.

### **7.1.3 Student Rights**

In common with all other individuals in Ontario, students enjoy rights under the *Human Rights Code* of Ontario, the *Canadian Charter of Rights and Freedoms* and the *Freedom of Information and Protection of Privacy Act*. Students have and may exercise their general rights as citizens, subject to the rules, regulations and discipline of the College. They also have the right to the enjoyment of a safe learning environment and fair treatment in accordance with the rules, regulations and discipline of the College. From time to time, the College may make changes to the list of rights/privileges, at which point the document will be taken through the normal approval procedure. Examples of student rights and privileges include, but may not be limited to:

**Academic Appeal** – The right to question and appeal, within other defined academic procedures, those matters affecting one’s academic status, promotion and matters affecting graduation.

**Academic Guidelines** – The right to receive, in writing and in a timely manner, copies of academic information such as course outlines, course objectives, grading/evaluation systems including penalties, attendance policy, academic regulations, and a statement when major projects/exams/assignments are due. This includes the right to be informed, in advance, of any substantial changes made to these items.

**Assembly** – The right to organize and take part in orderly assemblies, on campus, so long as such assemblies do not interfere with the regular activities of the College community and are not contrary to College rules and regulations.

**Access to Complaint/Appeal Processes** – The right to file a complaint and/or the right to appeal a decision under the Code of Student Rights and Responsibilities, if a student feels that he/she has been unjustly treated regarding the application of a College policy or procedure or regarding the action(s) of fellow students or other members of the College community.

**Freedom of Speech** – The right to express themselves on any subject, without hindrance or fear of reprisal, subject to the laws of defamation and to the reasonable requirements of discipline, except where the exercise of such rights interferes with the rights of others.

**Freedom to Publish** – The right to publish and distribute views on campus, either personally or through the student press, free from censorship but subject to the law, standards of responsible journalism and the reasonable requirements of good taste.

**Impartial Grading** – The right to be objectively graded on academic performance and to be protected by established procedures against prejudice or unreasonable evaluation. This includes the right to request a re-evaluation of those factors used to determine the grade, in accordance with College procedures.

**Information and Procedures** – The right to request and receive, in a timely manner, information and advice that will help the student become more knowledgeable about College programs, courses, services and activities. This includes, but is not limited to, the following:

- a) to know the approximate College-related expenses to be incurred by the student during the term/semester/year;
- b) to be informed of the office hours of one’s professors and/or their absence and/or the office hours of other employees responsible for providing services and activities;
- c) to be able to, within a specified time period and for reasonable cause, and in accordance with College procedures, change a course or transfer to a different section, if available, after classes have begun;
- d) to obtain one’s marks/transcripts/credentials within the deadlines and procedures established by the College;
- e) to have the opportunity to obtain or review one’s submitted and evaluated assignments, tests, exams and projects;
- f) to add information to one’s official record disputing material of a negative nature.

**Inquiry and Access** – The right to request and receive any approved College rule, regulation, policy, procedure or guideline regarding College programs, courses, activities and services, as well as information regarding the consequences of breaking such rules, regulations, policies, procedures or guidelines. This includes the right to make, without fear of reprisal, a responsible complaint to the appropriate College authority.

**Invited Speakers** – The right to attend, and hear without fear of reprisal or interruption, presentations by speakers invited to speak on College property, on the condition that no speaker shall be invited to speak on College property without the prior and written approval of authorities designated by the President.

**Issue Resolution** – The right to obtain information on enforcing student rights and to expect resolution of legitimate concerns in a timely, effective and professional manner.

**Learning Environment** – The right to a safe learning environment and to be free from any and all discrimination and/or harassment, including sexual harassment.

**Organizations** – The right to form, elect, join and take part in any lawful group or organization, whether recognized or not, for the purpose of organizing, sponsoring, maintaining and administering the common interests of that group, subject to College rules and regulations.

**Privacy of Records and Release of Information** – The right to the privacy of one's official records and the right to personally examine such records, including the right to challenge the accuracy or presence of any entry on one's records and the right to be notified, in writing, of adverse information being placed in one's file. The right to expect that personal information will not be released to anyone, without the prior written consent of the individual concerned or unless required under the Freedom of Information and Protection of Privacy Act and/or legal procedures, and that any disclosure will comply with the appropriate provision(s) of the Act.

**Representation** – The right to make personal representation(s) to any College decision-maker, or decision-making body, regarding any aspect of one's rights or status, according to established College procedures.

**Security of Person and Property** – The right to be secure against unreasonable search or seizure. This includes the right to be free from harassment.

**Soliciting Money** – The right to solicit money on campus for purposes approved by the College, in accordance with College regulations and procedures, and subject to law.

**Use of Facilities** – The right to apply for the use of College facilities and, upon approval, the obligation to abide by such regulations as may be laid down (including the payment of fees or expenses, which may include a Performance bond), so long as designated College facilities are not required for College purposes and are generally available.

**7.1.4 Student Responsibilities**

The College recognizes that the privilege of pursuing an education includes the responsibility of all members of the College community to maintain high standards of conduct. The College shall treat students as adults who are capable of and responsible for conducting their affairs with courtesy and proper regard for the rights of others and of the College community. The College expects that students will conduct themselves honorably and maturely in pursuit of their academic goals and, at the least, in accordance with federal, provincial and municipal laws and with College rules and regulations. The following list of responsibilities is not exhaustive, but reflects the general categories of responsibilities.

The College expects that students will be responsible for such things as:

1. Obtaining information concerning course outlines, content, evaluation methods, methodology, academic standing regulations and graduation requirements;
2. Obtaining information, and the procedures to be followed, in the case of rescheduling or replacement of classes;
3. Respecting other people's health, safety and right to security;
4. Communicating with faculty, counselors and staff in order to resolve problems. The student is responsible for obtaining faculty and staff schedules;
5. Observing requirements concerning attendance, punctuality and appropriate behaviour;
6. Submitting assignments within the required deadlines. If unable to do so, seeking faculty approval to make alternate arrangements;
7. Being aware of educational activities and services available to assist them in orientation to the College, academic achievement, general growth and development;
8. Participating in meetings when requested;
9. Complying with regulations and procedures regarding the use of College materials, equipment, and services and following College rules and guidelines;
10. Complying with College/Departmental Health and Safety policies and guidelines.
11. Respecting the right of the College and of the faculty members to determine the course content, instructional methodology, evaluation procedures, and the frequency of evaluation within the guidelines set for the course and approved by the academic department;
12. Respecting faculty's right to set deadlines for assigned work, to expect assignments to be submitted at the times specified, and to establish penalties for failure to comply with deadlines;
13. Respecting faculty's right to expect assignments to be neatly presented with appropriate identification, and in accordance with the course requirements;

14. Respecting the principles of academic integrity and being aware of what constitutes academic misconduct;
15. Writing tests and examinations at the time(s) scheduled, adhering to the established procedures when writing examinations, and complying with the Examination Policy;  
**Note:** Section 404 of the Criminal Code of Canada, makes impersonation at an examination a criminal offence.
  - a) Section 404: Everyone who falsely, with intent to gain advantage for himself or some other person, personates a candidate at a competitive or qualifying examination, held under the authority of law or in connection with a university, college or school or who knowingly avails himself of the results of such personation is guilty of an offence punishable on summary conviction.
16. Assuming responsibility for course work and assignments missed when absent. Participation in co-curricular activities, athletic events, field trips, student exchanges, etc. does not reduce academic responsibility.
17. Respecting faculty's right to have appropriate classroom deportment. Should a student be disruptive or disrespectful, faculty have the right and obligation to exclude the student from the teaching area.
18. Obtaining prior approval from faculty or staff to bring a child or other guest into the classroom or other areas used for student learning or study (e.g. Library); children or guests must not be disruptive to the learning of others.
19. Respecting the rights of all members of the College community.

#### **7.1.5 Non-Academic Misconduct: Offences, Penalties, Complaint Process & Appeal**

Any one of the following activities is considered an offence against the Code, and the student is subject to appropriate penalties and disciplinary procedures if in violation of the Code. The list of offences is not exhaustive, but reflects the general categories of offences:

##### **7.1.5.1 Non-Academic Misconduct: Offences**

###### **General Misconduct**

Offences include:

1. Convictions of any federal, provincial or municipal law, so far as they are relevant to this Code;
2. Breach of approved College policies, procedures, rules, or regulations that are in effect;
3. Knowingly aiding or assisting another person(s) in the commission of any offence on campus or at any College-sponsored activity on or off campus.



**Abuse, Harassment, Dangerous Activity**

**Verbal or Physical Abuse.** No student or other member of the College community shall threaten or cause any other person to fear verbal or physical abuse on College premises or at College-sponsored activities/functions off campus.

**Harassment. No student or other member of the College community shall** engage in a course of vexatious comments or conduct directed toward an individual, or group of individuals, that is known or ought to be reasonably known to be unwelcomed or unwanted.

**Sexual Harassment.** No student or other member of the College community shall sexually harass another person, on college premises, or at College-sponsored activities/functions off campus.

**Violence.** No student or other member of the College community shall, on College property, or at College-sponsored functions off campus, individually or with a group, including picketing or a rally:

1. Use words, gestures or acts in a manner that causes or threatens violence or abuse to any group or individual;
2. use words, gestures or act in a manner, in a situation of clear and imminent danger, which may incite others to behave in a way which violates the Code or general law;
3. knowingly create a condition that endangers or threatens the health, safety, or well-being of other persons or impairs the freedom of any person;
4. bring on College property or to any College-sponsored activity/function any explosives (including fireworks), firearms, other weapons or imitations of weapons.

**Violation of Health and Safety Policies.** No student or other member of the College community shall violate any College Health and Safety Policies, procedures and guidelines (including violation regarding required PPE (personal protective equipment)). Students who have violated College or program specific Health and Safety policies (example PPE in labs or shops), will be subject to the non-academic penalties.

**Disruption of Instructional Activities.** No student or member of the College community shall exhibit behaviours/actions that interfere with others' fundamental right to learn in classes, laboratories, clinical settings, field placements, seminars, tutorials, group meetings, or other related activities, including examinations and tests.

**Disruption or Obstruction of Regular or Organized College Activities.** No student or other member of the College community shall disrupt or obstruct any regular or organized College activities/functions, including public service functions and other authorized activities, on College property, or at College-sponsored activities/functions off campus.

**Communications.** No student or member of the College community shall:

1. Fail to obey the lawful instructions or comply with the directions of a College employee, or person acting on behalf of the College, while that employee or person is acting in the proper performance of his/her duty;
2. Refuse to provide identification upon reasonable request and justification by a College official, employee or person acting in the proper performance of his/her duty.
3. Engage in conduct in any form that is, or would reasonably be seen to be, humiliating or demeaning to another person or coerce, entice or incite a person to commit an act that is, or is reasonably seen to be, humiliating or demeaning to that person or to others, including but not limited to social media, texting,
4. Use information and communication technologies such as e-mail, cell phone, and pager text messages, instant messaging, personal Web sites, social networking sites, and online personal polling Web sites, to engage in or support harassing or hostile behaviour by an individual or group, or that is intended or has the potential to harm others, (e.g. cyber-bullying).

**Unauthorized or Illegal Substances.** No student or member of the College community shall on College property or at a College-sponsored activity/function off campus:

1. Possess, use, or distribute or assist in the use, sale, or distribution of any illegal or unauthorized narcotic, substance, drug or article;
2. Possess, sell, or distribute or assist in the sale or distribution of any alcoholic beverage in unlicensed areas and without prior College permission;
3. Possess or use firearms, weapons, imitations of weapons, explosives (including fireworks), dangerous chemicals, or other potentially harmful substances, on College property or at College-sponsored functions or activities off campus, without prior College permission;
4. Impair the instructional process or cause a safety problem, to himself/herself or others, by the consumption of any alcoholic beverage, or the use of any illegal narcotics or drug, or any unlawful substance.

**Theft, Damage or Destruction of Property.** No student or other member of the College community shall on or off College property:

1. Misappropriate, convert, move without authority, destroy, deface or otherwise damage College property or any property of any other person while participating in College sanctioned activities/events.
2. Possess College property, or property of any member of the College community, without the written consent or authority of the College or the affected person;
3. Enter or remain on College property for purposes other than those within the mandate of the College.

**Fraud or Misuse of College Facilities, Equipment, Materials, Services and Resources.**

No student or other member of the College community shall:

1. Forge, alter, or use College documents, records, or instruments with intent to defraud;
2. Misuse the College name or the name of any College employee, document, record, instrument or identification with or without the intent to defraud;
3. Obtain any College equipment, material, or service by fraudulent means or by providing false information;
4. Use any College facility, equipment, material, or service contrary to College authority, policy, regulation, or procedure;
5. Remove books or other resource material, from a College area without proper authorization; mutilate or deface library books or materials; purposely misplace books or materials which may deprive other members of the College of the opportunity to have access to such resources;
6. Violate the Computing, Network and Communications Resources Acceptable Use Policy, by:
  - a) engaging in unauthorized access (hacking). This may include using unauthorized user names, passwords, computer addresses or identities or modifying assigned network settings to gain access to computer resources and/or data, or otherwise attempting to evade, disable or “crack” security provisions of College or external systems.
  - b) engaging in vandalism of data. Deliberate alteration or destruction of computer files is a Criminal Code offence (Section 430.[387] and will be prosecuted. Under no circumstances may a user inspect, alter, delete, publish or otherwise tamper with files or file structures that the individual is not authorized to access.
  - c) interfering with other users’ work. This includes use of any process that causes a user to be deprived of services or resources that they would normally expect to have available. It covers, but is not limited to the creation of “spam,” and the introduction of viruses or chain letters.
  - d) squandering computing, network and communications resources. Resources are shared and no user may degrade the systems by the use of unwarranted data space, time and bandwidth consumption through resource-intensive programs, unattended network connections and/or lengthy print jobs.
  - e) sharing his/her account. The College’s computing resources are allocated to groups and individuals for specific academic and administrative purposes. It is not acceptable to give, sell, or otherwise provide computing resources to individuals or groups that do not have explicit permission to use them from the College authority.

- f) utilizing the College computer system for commercial purposes. The College system(s) may not be used to sell or promote products or services for personal gain. This includes uses such as distribution of advertising materials, the offering of network information or services for sale, and private enterprises.
- g) committing a breach of copyright. This includes installing, reproducing, and/or distributing copyrighted materials such as proprietary software, publications, or files without permission. College software is provided under license agreements with various vendors and may not be copied or otherwise removed.
- h) importing or distributing offensive material. Materials not subject to legal sanction may be objectionable or repugnant to persons other than the computer user. Importation or distribution of such material (including, but not limited to, racist material, hate/violent, sexist slurs or pornography) requires an underlying academic or educational purpose.
- i) promoting a hostile atmosphere. The display of sexually explicit or violent images in public spaces and/or the initiation of unsolicited communication with sexual content contravenes the College's Human Rights Policy.
- j) sending harassing or defamatory material by electronic means. Harassing or defamatory material may not be sent by electronic means, including email and voice mail, or posted to news groups.

#### **7.1.5.2 Non-Academic Misconduct: Penalties**

Misconduct as outlined in the Code may result in disciplinary action through one or a combination of College, civil, or criminal proceedings. A student who has been found in violation of the Code shall be subject to a penalty, or penalties, depending on the offence. Some cases may warrant more than one penalty and previous College misconduct may be taken into account in determining penalties.

Violation(s) of the Code or inappropriate behavior by other members of the College community will be dealt with in accordance with applicable laws, College Policies and Procedures, and the principles of progressive discipline under current collective agreements and/or other legally enforceable contracts.

Minor infractions will normally be dealt with in the area or department where they occur.

**Immediate Interim Suspension:** In addition to any other action or penalty specified herein, the Campus Hearing Officer or a Senior Administrator may suspend a student if the safety of other persons or the possibility of further damage to College persons or property is in question or if the continued presence of the student(s) would be disruptive to College activities.

A record of any penalty, or other documentation, that has been issued as a result of Non-Academic Misconduct by a student may form part of the student's record and may render a student "Not In Good Standing" in accordance with the Student Overall Standing Policy (Policy #1.5.6.).

When an offence occurs the incident will be entered into the College's Student Repository in addition, the following penalties may be issued.

1. **Official Warning.** A notice to the student, verbally or in writing, that the student has violated a specific section of the Code and that continuation or repetition of such violation will be cause for further disciplinary action.
2. **Reprimand.** A written letter of reprimand, to the student, for a specific breach of the Code that will serve as notice for more severe disciplinary action if there is another breach of the Code.
3. **Behavioural Contract.** In all cases a student may be placed on a behavioural contract which may set-out specific terms and/or expectations including, but not limited to: mandatory counselling; exclusion from specific areas of the College, exclusion from College events; and conditions such as a prohibition against consumption of alcohol on campus, requirement for permission from a specific administrator prior to attending special College functions on or off campus (field trips or non-academic functions, for example, etc.). In appropriate circumstances, the Campus Hearing Officer, with the approval of a Senior Manager, may include in such Behavioural Contract a condition that the student obtain an assessment by a professional in a designated field of practice prior to returning to College functions or services, including but not limited to residence and academic programming.
4. **Probation.** In addition to a warning, reprimand and/or behavioural contract, a student may be placed on probation for a stated period with specific conditions, a breach of which may result in suspension or dismissal.
5. **Restitution.** In all cases, restitution may be ordered in addition to other penalties where the misconduct involves damage to or misappropriation of property of the College or others. Restitution may be by way of personal service in order to repair or otherwise compensate for physical damage. If the student is ordered to provide restitution, the College may withhold grades, transcripts, certificates and diplomas, and may refuse subsequent registration until all terms of the restitution have been satisfied (see also Revocation/Withholding a College Credential and/or Academic Credit).
6. **Exclusion.** This involves immediate exclusion from a particular part of the College, (i.e. classes, labs, rooms, or buildings) or part of a program of study for a specific period of time.
7. **Revocation/Withholding a College Credential and/or Academic Credit.** These penalties may be invoked in instances of non-payment of a fee or other monies due the College, or failure to return College equipment, or failure to provide full restitution, etc.
8. **Suspension.** This involves suspension from the College for a stated period. The suspension may include conditions that must be met before the suspension is lifted. In cases of gross misconduct that is considered likely to continue, the College shall have the right to suspend a student until an investigation into the behaviour has been conducted. Matters of this level of severity will be decided by the Campus Hearing Officer, Associate Vice-President or a Senior Administrator of the College.

9. **Full Suspension.** This involves suspension from the College and/or classes/labs or instruction, and other specified privileges or activities for a definite period of time not to exceed one year.
10. **Dismissal.** This involves the permanent dismissal of the student from the College. The penalty may contain provisions for a specific period of time and readmission as specified by the College.

### 7.1.5.3 Non-Academic Misconduct: Penalties and Issuing Authority

<b>Non-Academic Misconduct</b>		
<b>Penalties</b>	<b>Issuing Authority Re: Disruption of Instructional Activity</b>	<b>Issuing Authority Re: All other forms of Non- Academic Misconduct</b>
Official Warning	Faculty or Administrator	Campus Hearing Officer (CHO) or Administrator in conjunction with the CHO
Reprimand	Program Chair/Dean or his/her Supervisor	Campus Hearing Officer or Administrator in conjunction with the CHO
Behavioural Contract	Program Chair/Dean or his/her Supervisor	Campus Hearing Officer or Administrator in conjunction with the CHO
Probation	Program Chair/Dean or his/her Supervisor	Campus Hearing Officer or Administrator in conjunction with the CHO
Restitution	Program Chair/Dean or his/her Supervisor	Campus Hearing Officer or Administrator in conjunction with the CHO
Exclusion	Program Chair/Dean or his/her Supervisor	Campus Hearing Officer or Administrator in conjunction with the CHO
Revocation/Withholding College Credential and/or Academic Credit	Administrator	Administrator
Suspension	Associate Vice-President Academic, Senior Administrator	Campus Hearing Officer, Senior Administrator or their delegate.
Full Suspension	Senior Administrator	Senior Administrator
Dismissal	Senior Administrator	Senior Administrator

### 7.1.5.4 Non-Academic Misconduct: Complaint Process Introduction

Any member of the College community who believes that there has been a contravention of this Code may file a complaint against any other member of the College community alleging an offence against the Code.

Any student who perceives that a right or privilege under this Code has been infringed or that he/she has been unjustly treated regarding the application of a College policy or procedure, or regarding the action of a College employee, may file a complaint. Without limiting the generality of the foregoing, any such complaint may involve harassment or discrimination contrary to the College's Respectful Work and Educational Place Policy, or any other misconduct or inappropriate behaviour contrary to this policy or any other College policy by any member of the College community.

Provided, however, in any case where a security report is generated, the College may initiate immediate action under the Code of Student Rights and Responsibilities, notwithstanding that no formal complaint has been made.

**Note:** Concerns or complaints relating to the quality of the learning environment, including issues regarding quality of instruction, physical facilities, other learning resources or student services should be brought forward under the process set out in the College's *Quality Learning Environment Policy*;

Complaints of misconduct, incompetence, discrimination or other inappropriate behaviour on the part of College employees will be dealt with in accordance with applicable laws, College Policies and Procedures, and the principles of progressive discipline under current collective agreements and/or other legally enforceable contracts, and will not be subject to appeal by the complainant.

**Attempt to resolve complaint:** Any student or other member who has a complaint should first attempt to resolve the complaint with the individual involved on an informal basis within fifteen (15) days of the incident. In cases where the student is uncomfortable addressing the issue directly with the individual, he/she may have another member of the College community accompany him/her. In more serious cases, the student may attempt to resolve the issue informally through the individual's immediate Supervisor.

The complaint process is overseen by College staff, none of whom are legal experts. Care has been taken to build into the Code elements of natural justice while providing for the relatively speedy and effective resolution of complaints. Provision is made for appeals of decisions made.

While the College reserves the right to impose penalties it deems necessary in cases of misconduct, a student has the right to be heard by the decision-maker before any final decision affecting the student is made. If disciplinary action is being considered against a student, the student shall be provided with full particulars of the alleged offence and any relevant documents so as to enable the student to fully answer to any allegations of misconduct. The student will further be advised of where and when to present his/her side of the matter.

At any meeting, a student may be accompanied by another student or member of the college community as support.

The role of the support person is to act as a resource and to provide support or advice to the student. The support person is not to speak or advocate on behalf of the student.

Students and witnesses are expected to keep information discussed confidential except where otherwise required by law to disclose any such information. Breaches of confidentiality will result in disciplinary action.

Although punitive measures may be taken, efforts will be made to provide for penalties that are educative and developmental in nature.

#### **7.1.5.5 Complaint Process**

- 1. A Conduct Complaint Form is available at the Registrar's Office, Security Desk, Learning Commons/Counsellors' offices, and Student Government Offices.**

Note: A security report involving alleged misconduct may initiate the application of the Code of Student Rights and Responsibilities. In this case, the security report replaces the Conduct Complaint Form and the College maintains the role of the "Complainant".

2. Complaints involving Disruption of Instructional Activities or Academic Misconduct should be submitted to the Chair/Dean of the student's program. For all other **Non-Academic Misconduct Complaints, the Conduct Complaint Form should be submitted to the Campus Hearing Officer**. If the complainant is unsure whether the alleged offence falls within the academic or non-academic offences, he/she shall submit the completed complaint form to the Chair/Dean of the student's program who shall make the determination and immediately forward complaints to the Campus Hearing Officer where appropriate to do so.
3. **Six Month Time Limitation:** All complaints must be initiated within six months of the incident occurring. In extenuating circumstances a complaint filed beyond the six month limitation may be considered at the sole discretion of the College.
4. **Immediate Interim Suspension:** Note that, in addition, to other processes provided herein, the Campus Hearing Officer or a Senior Administrator may suspend a student if the safety of other persons or the possibility of further damage to College persons or property is in question or if the continued presence of the student(s) would be disruptive to College activities. In such a case, the issue of Interim Suspension shall be reviewed within two (2) days and the Campus Hearing Officer or his/her designate shall either revoke or confirm the Interim Suspension pending outcome of the final investigation.
5. The Campus Hearing Officer (or, the case of Disruption of Instructional Activity, the Chair/Dean) will contact the complainant to acknowledge receipt of the complaint within one (1) business day where such complaint raises an issue of health and/or safety or within three (3) days in any other case.
6. Unless the Campus Hearing Officer (or Chair/Dean) determines that the complaint can be resolved to the satisfaction of the complainant without notice to the person against whom the complaint has been made (the respondent), the Campus Hearing Officer will promptly advise such respondent of the complaint, providing all necessary particulars to enable him or her to fully respond to the complainant.

The Campus Hearing Officer (or Chair/Dean) will further advise the respondent of the time period in which the respondent's written Response Form shall be provided.

NOTE: Where the safety, or well-being, of the complainant is believed to be at risk if their identity is disclosed, the College will, at its discretion, keep such identifying information confidential.

7. The Campus Hearing Officer (or Chair/Dean) shall whenever possible commence an investigation within five (5) days of receipt of the complaint, which investigation may include interviews with the complainant, the respondent and witnesses and a review of any documentary evidence. Both the complainant and respondent will be given an opportunity to state their respective cases with regard to the complaint. The Campus Hearing Officer (or Chair/Dean) will conclude such investigation as expeditiously as possible. Every attempt will be made to resolve the complaint at this level.

At the conclusion of the investigation, the Campus Hearing Officer (or Chair/Dean) may:

- a) Dismiss the complaint; OR
- b) Issue a penalty within the Campus Hearing Officer's (or Chair's/Dean's) jurisdiction as provided in the Code; OR



- c) Refer the matter (including a copy of the investigation report and recommendations) to a Senior Administrator.
8. The Campus Hearing Officer or his/her designate shall notify all parties of the disposition of the complaint, in writing, within three (3) days of the completion of the investigation.
9. Where a complaint is referred to a Senior Administrator, the Senior Administrator will notify the parties of the disposition of the complaint, in writing, within ten (10) days of receipt of report.

#### **7.1.5.6 Non-Academic Misconduct: Appeals**

##### **Appeal Process - Stage One**

1. Any complainant or respondent who disagrees with the disposition of his/her complaint at the conclusion of the complaint process, or disagrees with any disciplinary penalty assessed, may appeal the decision, in writing no later than five (5) days from the time the complainant and/or respondent were notified of the decision.
2. The appellant shall complete a Complaint Appeal Form and forward it to the Registrar's office for delivery to the immediate Supervisor of the individual whose decision he/she disagrees with.
3. The immediate Supervisor shall acknowledge receipt of Complaint Appeal Form within 3 days and commence investigation of the appeal within 5 days of acknowledgement. The immediate Supervisor shall respond to the appellant in writing on p. 2 of the Complaint Appeal Form, including reasons for the appeal decision, as soon as practicable. The response will also include instructions for further appeal to Stage Two of the Appeal Process if the appellant is dissatisfied with the response.
4. If the appellant is dissatisfied with the immediate Supervisor's appeal decision, he/she may, within five (5) days of the receipt of such appeal decision, submit to Senior Administration via the Registrars' Office, the Complaint Appeal Form with Stage One appeal decision and Appellant's Request for Stage Two Mediation/Conduct Appeal Hearing completed at p. 2 of the Complaint Appeal Form.

##### **Appeal Process - Stage Two**

1. Upon receipt of the Complaint Appeal Form completed at Stage One, Senior Administrator shall appoint a mediator, if the parties agree to participate in mediation, with such mediation to take place within five (5) days of the appointment of the mediator. If mediation is rejected or if mediation is not an option, the Senior Administrator shall convene within a further period of ten (10) days a Conduct Appeal Committee which shall meet within ten (10) days of its appointment and receipt of the Appeal Form. The Terms of Reference for the Conduct Appeal Committee are attached in the Appendices. The Conduct Appeal Committee must exclude the original decision-maker and the 1<sup>st</sup> Appeal decision-maker.

2. The Conduct Appeal Committee will convene a hearing within five (5) days of the establishment of the Committee. Provided, however, the Chair may extend the time for the convening of the hearing in such circumstances as he /she deems appropriate. The Chair of the Committee will provide the President with the Committee's recommendation(s) in writing within two (2) days after the conclusion of the hearing.

### **Appeal Process - Stage Three**

1. The President will review the recommendation(s) of the Committee and will make a final judgment on the appeal. The decision of the President shall be final and there shall be no further appeal within College policies and procedures.
2. The President will notify the appellant, of his decision with reasons and in writing, within five (5) days of the receipt of the Conduct Appeal Committee's recommendation(s).
3. The notification will include a statement to the effect that the decision is final and there is no further appeal within College policies and procedures.

### **7.1.6. Academic Misconduct: Offences, Penalties, Complaints and Appeals**

Academic misconduct is an act which may result in a false evaluation of the student's academic standing, or which represents an attempt to unfairly gain an academic advantage, where the person knew or ought reasonably to have known that it was misconduct.

Whether or not a student intended to commit academic misconduct is not relevant for a finding of academic misconduct. Students are responsible for verifying the academic integrity of their work before submitting it.

#### **7.1.6.1 Academic Misconduct: Offences**

Academic misconduct includes, but is not limited to, the following:

1. **Plagiarism:** the act of copying, reproducing or paraphrasing, in whole or in part, someone else's published or unpublished material (from any source, including the Internet) and representing these works or ideas as one's own. Plagiarism applies to all forms of work presented or submitted for academic evaluation including, but not limited to, any written work, computer programming, music, drawings, designs, dance, photography, and other artistic and technical works.
2. **Cheating (Unauthorized External Assistance):** receiving external assistance in relation to an examination, assignment, or any other academic exercise for credit, unless expressly permitted by the instructor. Cheating includes, but is not limited to:
  - a. Communicating with any person during an examination other than an authorized member (i.e. invigilator, proctor);
  - b. Putting one's name on another student's examination or assignment;
  - c. Unauthorized use or possession of cell phones, cameras, text messages, computer disks, audio recorders, electronic data, calculators, solution materials, photocopies,

- materials from previous classes, commercial research services, notes or any other means to copy or photograph materials used or intended for academic evaluation;
- d. Improperly obtaining (through theft, bribery, collusion or other means) information in relation to materials/examinations intended for use in academic evaluation;
  - e. Distributing or using improperly obtained information in relation to materials/examinations intended for use in academic evaluation in advance of its authorized availability to students;
3. **Unauthorized Collaboration:** working with others on graded coursework assigned for individual evaluation, including in-class and take-home examinations or assignments, unless expressly permitted by the instructor. Unauthorized collaboration includes, but is not limited to:
- a. The preparation and production of work, between two or more students, ultimately submitted by each in an identical or substantially similar form and/or is represented by each to be the product of his or her individual efforts;
  - b. Co-operation between student and another person in the preparation and production of work which is presented as the student's own;
4. **Misappropriation of Own Work:** submitting the same work, or a significant part thereof, which was submitted elsewhere or previously in another course or the same course (when repeating a course), unless permission is received in advance from the instructor; or, submitting the same work, or a significant part thereof, for two or more courses taken at the same time without the written permission, in advance, of all associated instructors. Misappropriation of own work is not limited to work done in relation to courses at College and applies to student's work previously submitted or concurrently submitted for academic credit at any educational institution;
5. **Falsifying Information:** misrepresenting or falsifying information for inclusion in any course work submitted for credit, or misrepresenting or falsifying information used to obtain advantage in academic standing. This includes, but is not limited to:
- a. Inventing or altering data from a laboratory or field project;
  - b. Creating fictional citations for a paper;
  - c. Falsifying, misrepresenting or forging information relating to hours or activities in relation to an internship, externship, field experience, co-op placement, clinical activity or similar activity;
  - d. Falsifying, misrepresenting or forging an academic record;
  - e. Falsifying, misrepresenting or forging a supporting document or information in relation to academic standing, including but not limited to any information used in support of admission into the course or program, pre-requisite requirements, prior learning assessments or academic standing;

- f. Falsifying, misrepresenting or forging documents used in support of a request for accommodation/consideration on the basis of medical, religious or compassionate grounds;
  - g. Altering previously graded work for purpose of seeking re-evaluation of grade or in support of a grade appeal;
6. **Attempting to Influence:** attempting to influence or change any academic evaluation, assignment or academic record for reasons having no relevance to academic achievement. This includes, but is not limited to, bribery and threats.
7. **Impersonation:** acting or attempting to act as a substitute for another (whether in person or electronically), or using or attempting to use a substitute (whether in person or electronically), in an academic evaluation or assignment.
8. **Facilitating Academic Misconduct:** facilitating any of the above-listed forms of academic misconduct.

#### **7.1.6.2 Academic Misconduct: Penalties**

While the College reserves the right to impose penalties it deems necessary in cases of misconduct, a student has the right to be heard by the decision-maker before any final decision affecting the student is made. If disciplinary action is being considered against a student, the student shall be provided with full particulars of the alleged offence and any relevant documents so as to enable the student to fully answer to any allegations of misconduct. The student will further be advised of where and when to present his/her side of the matter.

A record of any penalty, or other documentation that has been issued, as a result of Academic Misconduct by a student may form part of the student's record.

Although punitive measures may be taken, efforts will be made to provide for penalties that are educative and developmental in nature.

**Academic Penalties:** faculty may impose an academic penalty following the determination of academic misconduct in relation to the submission/evaluation of course-related work. Academic Penalties may include:

1. **Official Warning.** A notice to the student, orally or in writing, that the student has violated or allegedly violated a specific section of the Code and that continuation or repetition of such violation will be cause for further disciplinary action.
2. **Resubmission of Assignment.** This involves either the same or an alternate assignment, with the grade assigned at the discretion of the faculty member;
3. **Mark Penalty.** A deduction of mark on the course evaluation requirement or admission test, up to and including a zero "0" on the assignment with no opportunity to resubmit the coursework requirement.
4. **Grade Penalty.** Grade deduction (drop in grade point) of the final grade in the course.

5. **Failing Grade.** Registration of an “F” grade in the course.

**Administrative Penalties for Academic Misconduct:** Faculty members are required to report academic misconduct to their Departmental Supervisor (Chair/Dean); in addition to any academic penalty, Chairs/Deans, Departmental Supervisors and Senior Administrators may take disciplinary action for violation of the Code.

Administrators/Supervisors may impose a Grade Penalty or a Failing Grade Penalty as well as the other Administrative Penalties for Academic Misconduct as set out below:

6. **Requirement to Participate in Academic Integrity/Plagiarism Seminar.** This involves the Chair/Dean to require the student to attend and participate in a seminar on Academic Integrity/Plagiarism. (This requirement is appropriate in cases where there are mitigating factors such as first-offence instances involving plagiarism where the student claims not to have known how to properly use and cite sources.) Confirmation of student’s participation of the seminar shall be verified and recorded by the Chair/Dean and may be a condition for continued student status at the College.
7. **Suspension.** This involves the suspension from the College for a stated period of no more than the end of the current semester in which the student is enrolled. This penalty will only be issued by the Chair/Dean or their Supervisor(s) on the recommendation of the Program Chair/Dean and the staff member involved in investigating the violation of the Code;
8. **Revocation/Withholding a College Credential and/or Academic Credit.** A penalty may be invoked when a College credential and/or academic credit has been improperly obtained.
9. **Full Suspension.** This involves suspension from the College and/or classes/labs or instruction, and other specified privileges or activities for a definite period of time not to exceed one year.
10. **Dismissal from the College.** For not less than one full academic year may result from egregious circumstances of academic misconduct, repeated violations or other aggravating factors in relation to Academic Misconduct. Dismissal may only be issued by the Chair/Dean/Principal or their Supervisor(s).

**7.1.6.3 Academic Misconduct: Penalties and Issuing Authority**

<b>Academic Misconduct</b>	
<b>Penalty</b>	<b>Issuing Authority</b>
Official Warning	Faculty member or invigilator
Resubmission of Assignment	Faculty member
Mark Penalty/Deduction	Faculty member or Administrator for admissions testing

Grade Penalty/Deduction	Faculty member or Administrator
Failing grade in course	Faculty member or Program Chair/Dean or Vice President Academic or Other Administrator
Academic Integrity/Plagiarism Seminar	Program Chair/Dean or Supervisor
Interim Suspension (for no more than the end of the current semester)	Program Chair/Dean or Supervisor
Revocation/Withholding College Credential and/or Academic Credit	Program Chair/Dean or Supervisor
Suspension	Program Chair/Dean or Supervisor
Dismissal (not less than one full academic year)	Senior Administrator on the recommendation of the Program Chair/Dean or Supervisor

#### 7.1.6.4 Academic Misconduct: Complaint Process Introduction

While most academic misconduct is related to a specific course, members of the College Community such as the Registrar, faculty, other than those teaching a specific course, invigilators, students and staff, may suspect that academic misconduct has occurred. They should report their concern to the most appropriate Chair/Dean.

#### 7.1.6.5 Academic Misconduct: Complaint Process

1. **Notification:** When a faculty member (or Invigilator) suspects academic misconduct, he/she (or his/her Supervisor) will notify the student of the specific alleged infraction(s) as soon as practicable.
2. **Opportunity to Respond:** Within ten (10) days of notification, the faculty member (or appropriate Supervisor) should discuss the situation with the student, inform the student of the academic and/or disciplinary sanction(s), give the student a full opportunity to respond to the allegation(s) during that meeting, and, if the faculty member still wishes to proceed with the complaint(s), advise the student of his/her decision to assign an academic penalty and shall complete a Conduct Complaint Form, providing details of the complaint investigation and disposition of the complaint. Failure by the student to attend a meeting with the faculty member (or Supervisor/Chair/Dean) to address the allegation(s) may result in an academic penalty being issued.
3. **Right to Drop Course Suspended:** A student who is the subject of a complaint process for Academic Misconduct is prohibited from dropping the course before the matter is resolved. If the complaint is dropped, any right by the student to drop the course continues. If there is a finding of Academic Misconduct, the student loses the right to drop the course. A drop from the course after this point may be reversed.

4. The faculty member (Invigilator, Supervisor or Chair/Dean) may recommend an administrative penalty in addition to an academic penalty.
5. A Chair/Dean or Supervisor who receives a Conduct Complaint Form in relation to Academic Misconduct will review the information, along with any other relevant information, including any record of prior offences. The Chair/Dean may:
  - a. Decide no further action is warranted; or
  - b. With or without such recommendation, notify the student that the matter is being reviewed for disciplinary action for violation of the Code (beyond the Academic Penalty assigned by the faculty member). The student should have the opportunity to address this matter within ten (10) days of receipt of notification. The Chair/Dean or Supervisor may, after opportunity has been provided to the student to address the issue (or upon failure of the student to attend such meeting), take no further action or impose a penalty for Academic Misconduct as set out in the Code; or
  - c. Refer the matter to the appropriate Senior Administrator with a recommendation of Dismissal.
6. Subject to any appeal, the academic and/or administrative penalty will be applied.

#### **7.1.6.6 Academic Misconduct: Appeals**

The purpose of this appeal process is to provide students with access to a respectful, thorough, judicious, impartial and timely review of academic grading disputes.

St. Clair College and its faculty are committed to quality academic decision-making and to ensuring that academic decisions are based on appropriate assessment considerations. Academic decisions should be based on impartially assessed performance outcomes which measure the learning of students and these decisions must be free of bias, prejudice, unfairness or other inappropriate personal influences. The College, its faculty and staff wish to ensure that academic records genuinely and accurately reflect our learners' academic accomplishments.

Wherever possible, students are encouraged to follow an informal route to develop a mutually acceptable resolution of their grading concerns with the person who made the grading decision. This is the professional and courteous route to follow in seeking the resolution of disputes.

The failure to pursue an informal process of Appeal does not preclude the student from proceeding with the formal process of review.

The appeal process for Academic Misconduct is as follows:

#### **Appeal Process - Stage One**

1. Note: Because the Academic Misconduct matter has already been reviewed by the appropriate Chair/Dean or Supervisor, Stage One Appeal only applies to Non-Academic Misconduct and Academic Misconduct Appeals move directly to Stage Two.
2. Upon receipt of the Complaint Appeal Form completed at Stage One, Senior Administrator shall appoint a mediator, if the parties agree to participate in mediation, with such mediation to take place within five

(5) days of the appointment of the mediator. If mediation is rejected or if mediation is not an option, the

Senior Administrator shall convene within a further period of ten (10) days a Conduct Appeal Committee which shall meet within ten (10) days of its appointment and receipt of the Appeal Form. The Terms of Reference for the Conduct Appeal Committee are attached in the Appendices. The Conduct Appeal Committee must exclude the original decision-maker and the 1<sup>st</sup> Appeal decision-maker.

3. The Conduct Appeal Committee will convene a hearing within five (5) days of the establishment of the Committee. Provided, however, the Chair may extend the time for the convening of the hearing in such circumstances as he /she deems appropriate. The Chair of the Committee will provide the President with the Committee's recommendation(s) in writing within two (2) days after the conclusion of the hearing.

### **Appeal Process - Stage Two**

4. The President will review the recommendation(s) of the Committee and will make a final judgment on the appeal. The decision of the President shall be final and there shall be no further appeal within College policies and procedures.
5. The President will notify the appellant, of his decision with reasons and in writing, within five (5) days of the receipt of the Conduct Appeal Committee's recommendation(s).
6. The notification will include a statement to the effect that the decision is final and there is no further appeal within College policies and procedures.



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## 7.1.7 **Appendices**

### **Student Related Policies and Procedures**

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Below is a list of many of the referenced documents in the Code of Student Rights and Responsibilities. As indicated in page one of the Code of Student Rights and Responsibilities, every student of the College is expected to review and make him/herself familiar with the following policies and procedures.

St. Clair College policies and reference material can be found by clicking the links available at <http://www.stclaircollege.ca/stclairspace/> or specific policies related to your program can be obtained from the Chair/Dean of the program area:

- Quality Learning Environment Policy
- Workplace Violence Prevention and Reporting Program
- College Handbook
- College Admissions
- Health and Safety Policies and Procedures
- Academic Grade Appeal Policy
- College materials, equipment, and services guidelines and rules
- Computing, Network and Communications Resources Acceptable Use Policy
- College/departmental Health and Safety policies and guidelines
- Student Overall Standing Policy
- Course Guidelines

Many of the other governing rules, laws and acts can be found at the links sited:

- Ontario Human Rights Code - <http://www.ohrc.on.ca/en/resources/code>
- Charter of Rights and Freedoms - <http://www.efc.ca/pages/law/charter/charter.text.html>
- Freedom of Information and Protection of Privacy Act - [http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_90f31\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90f31_e.htm)
- Federal, Provincial and Municipal laws
- Criminal Code of Canada - <http://laws.justice.gc.ca/en/C-46/>

### **7.1.7.1 Formal Conduct Complaint Form**

## **FORMAL CONDUCT COMPLAINT FORM**

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The attached Formal Complaint Form is to be used when filing a complaint under the following procedures:

#### **1. Respectful Work and Education Place Policy:**

This policy and accompanying procedure deals with complaints of harassment and pertains to College Staff only. The policy and accompanying procedure can be found on the College intranet.

#### **2. Code of Student Rights and Responsibilities:**

This policy and accompanying procedure deals with a wide variety of complaints that may arise from a breach of any student right or responsibility under to Code. This can include harassment, disruptive behaviour, cheating, etc. This procedure pertains to complaints that involve students of the College. The Code can be found on the College internet site.

#### **3. Workplace Violence Prevention Program:**

This policy and the accompanying procedure deals specifically with acts of violence within the College community, or threats to exercise violence to a member of the College community. The procedure pertains to the entire College Community. The policy and accompanying procedure can be found on the College intranet and internet.

### **Please submit forms to:**

- 1. Complaints under the Respectful Work and Education Place Policy should be submitted to Ms. Beth Pirouet, Manager, Human Resources/Campus Hearing Officer.**
- 2. Non-Academic Complaints under the Code of Student Rights and Responsibilities should be submitted to the Campus Hearing Officer at the appropriate campus:**
  - Windsor Campuses: Ms. Beth Pirouet, Manager, Human Resources/Campus Hearing Officer.**
  - Thames Campus: Mr. Tyler Dunham, Associate Registrar/Campus Hearing Officer.**
  - Complaints under the Workplace Violence Policy should be submitted to Security at the appropriate campus or Ms. Rebecca Demchuk, Director, Safety, Security and Facilities Management.**

**If unable to locate any of the above individuals, you may drop the form off with Security and they will ensure that the appropriate individual receives the complaint form.**

- 3. Academic Complaints under the Code of Student Rights and Responsibilities should be submitted to the Chair/Dean of the program in which the student is enrolled or to the Department Supervisor in cases dealing with persons in the process of becoming a student.**



**FORMAL CONDUCT COMPLAINT**

**PAGE TWO (INFORMATION NOT DISCLOSED IN MOST CASES)**

**Complainant Information:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: (business) \_\_\_\_\_ (residence) \_\_\_\_\_

email: \_\_\_\_\_

Department & location: \_\_\_\_\_

**What do you require to resolve this complaint?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Witnesses to the events of this complaint:**

Please identify, in order of importance, anyone that you feel would provide helpful information to assist the investigation of this complaint

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

**This document and any attachments to it** that you provide in the course of filing a complaint will be held in confidence by St. Clair College. Page one of this complaint form and its attachments will be disclosed to the respondent named in the complaint and to the investigator, adjudicators, mediators and/or the local Police appointed to assist with the resolution of this complaint, as outlined in the policy procedures. **Privileged information, such as the complainant’s requirements to resolve the complaint and list of witnesses, provided on page two of this complaint form will not be disclosed to the respondent.** Information gathered under this policy may be required to be disclosed under the **Ontario Human Rights Code or other legal proceedings.**

**Your signature confirms that you have been made aware of and give permission for the above use of this information.**

I hereby declare that the information on this form is true, correct and complete to be best of my knowledge. I understand that any misrepresentation of information may result in disciplinary action.

SIGNATURE: \_\_\_\_\_

(Complainant)

\_\_\_\_\_

(Date)

**OFFICE USE ONLY**

Received by: \_\_\_\_\_

Date: \_\_\_\_\_

Copies to: \_\_\_\_\_

Date: \_\_\_\_\_

7.1.7.2 Formal Conduct Complaint Response Form

**Respondent's Response Form**

**PAGE ONE – INFORMATION NOT DISCLOSED TO THE COMPLAINANT**

Name:	
Address: Street:	
Province/Postal Code:	Email:
Telephone: (business)	Telephone: (residence)
Position held/ work location:	
<p><b>Witnesses to the events of this complaint:</b>  Please identify, in order of importance, anyone that you feel would provide helpful information to assist the investigation of this complaint</p> <p><b>Name:</b> _____ <b>Telephone:</b> _____</p> <p><b>Name:</b> _____ <b>Telephone:</b> _____</p> <p><b>Name:</b> _____ <b>Telephone:</b> _____</p> <p><b>Name:</b> _____ <b>Telephone:</b> _____</p>	
<p>Signature</p> <p>_____</p>	<p>Date:</p>
<p>Questionnaire received by:</p>	<p>Date:</p> <p style="text-align: center; margin-top: 100px;"><b>PLEASE DATE STAMP UPON RECEIPT</b></p>

**Respondent's Response Form**

**PAGE TWO – INFORMATION DISCLOSED TO COMPLAINANT IN MOST CASES**

**Respondent's Name:** \_\_\_\_\_

**Position/location:** \_\_\_\_\_

**RESPONSE TO ALLEGATIONS**

With reference to the enclosed complaint, provide a detailed response to the allegations. In responding please refer and respond to each allegation separately. The information that you provide should be as specific as possible with respect to dates, times, places, documents and persons involved.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**(You may attach additional pages if there is not enough room on this form.)**

**Please describe any actions that you have taken to try to resolve this matter:**

\_\_\_\_\_  
\_\_\_\_\_

**Provide copies of any documentation which may be relevant to the issues of this case as referred to in the complaint or in your response. Please list the documents provided with comments where applicable.**

This document and any attachments to it that you provide in the course of responding to this complaint will be held in confidence by St. Clair College. Page 2 of this form and its attachments will be disclosed to the complainant and to the investigator, adjudicators and mediators appointed to assist with the resolution of this complain as outlined in the policy procedures. Privileged information, such as the list of *witnesses*, provided on page 1 of this form will not be disclosed to the complainant. Your signature confirms that you have been made aware of and give permission for the above use of this information.

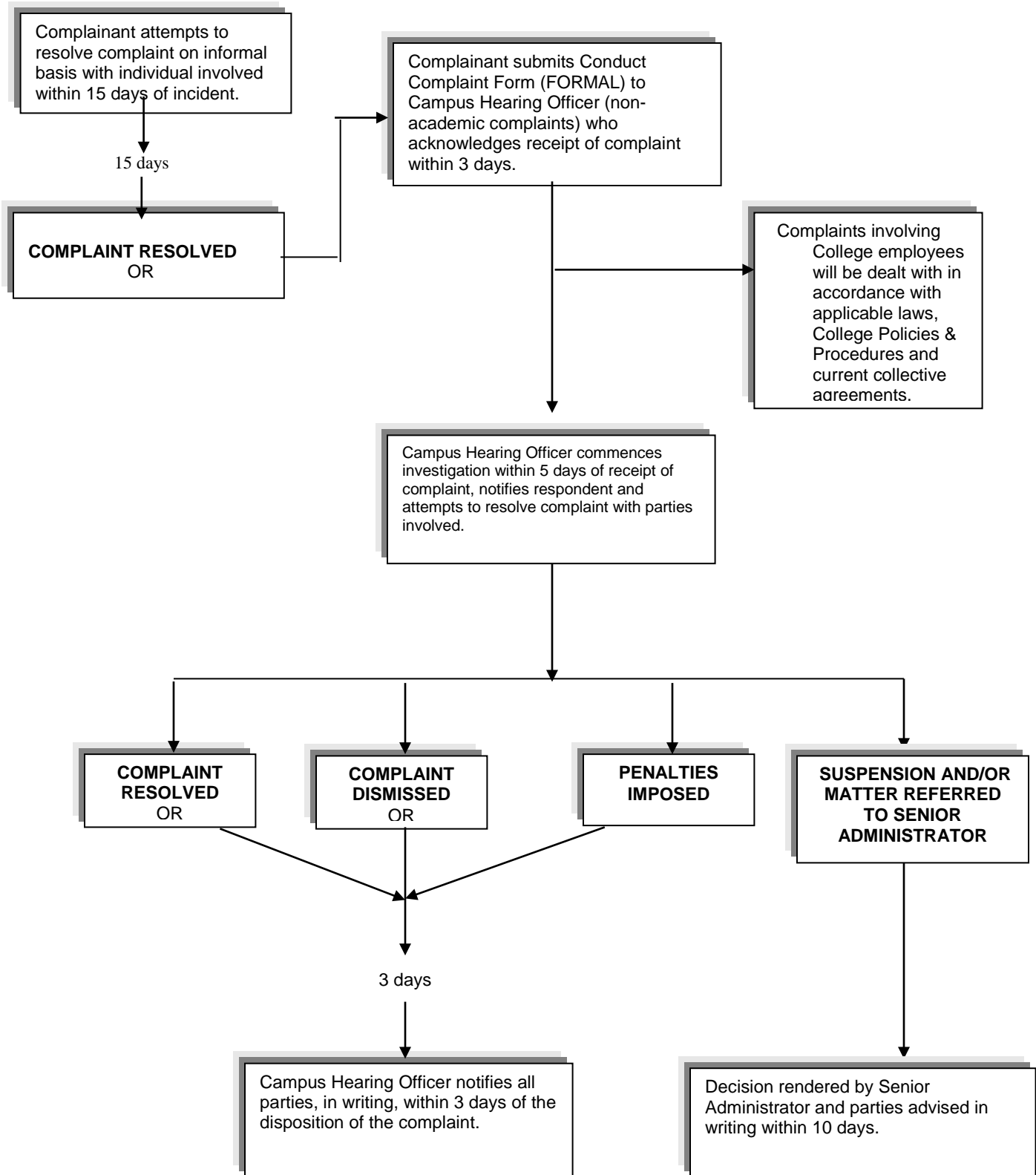
**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Information gathered under this policy may be required to be disclosed under the Ontario Human Rights Code or other legal proceedings.**

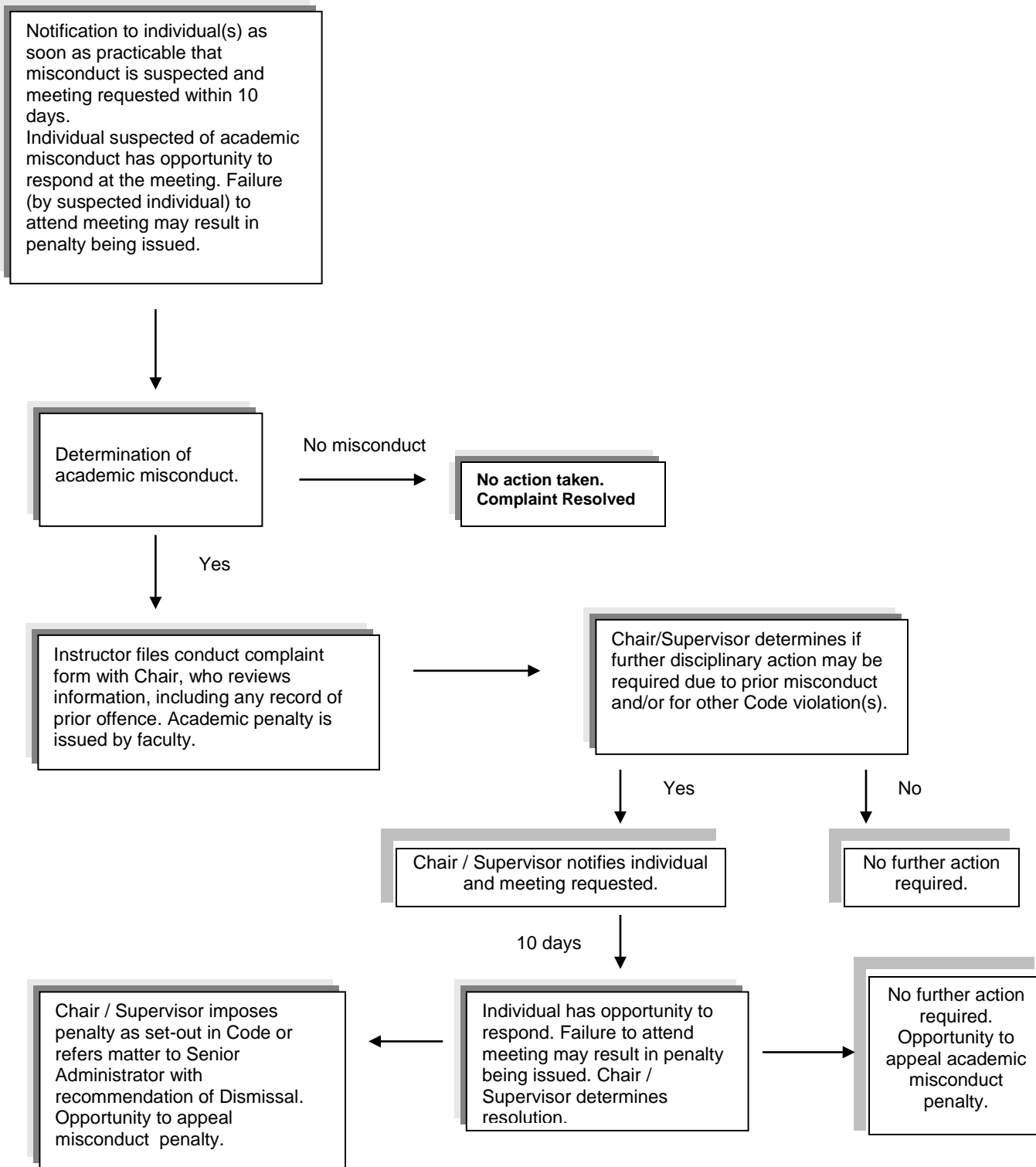
**NOTIFICATION**

Date Complainant and Respondent(s) notified of Complaint Disposition: \_\_\_\_\_

### 7.1.7.3 Complaint Process Schematic (Non-Academic Complaints)



7.1.7.4 Complaint Process Schematic (Academic Complaints)





7.1.7.5 Complaint Appeal Form

ST. CLAIR COLLEGE OF APPLIED ARTS AND TECHNOLOGY

COMPLAINT APPEAL\*\*\*

(to be completed by Appellant – PLEASE PRINT)

APPELLANT (Individual Requesting Appeal)

(please check one)

- Student Administrator Faculty Member Support Staff Other

Last Name First Name Middle name Student No. (if applicable)

Street City/Town Postal Code Telephone #

DECISION/PENALTY BEING APPEALED

Please provide brief description of complaint, what and whose decision is being appealed and why you feel the decision/penalty is unjust

Multiple horizontal lines for text entry.

REMEDY REQUESTED

Multiple horizontal lines for text entry.

SIGNATURE:

(Appellant)

(Date)

\*\*\* FOR ACADEMIC GRADE APPEALS WHERE MISCONDUCT HAS NOT BEEN A FACTOR, PLEASE REFER TO THE ACADEMIC GRADE APPEAL POLICY.



**TERMS OF REFERENCE OF CONDUCT APPEAL COMMITTEE**

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**Notice of Conduct Appeal Committee Hearing.** The Senior Vice-President College Operations shall give Notice of the Appeal Hearing to the complainant and the respondent within ten (10) days of the receipt of the request for Stage Two Appeal. The Notice shall include the following:

1. a statement of the time, place and purpose of the Hearing;
2. a statement that if the party notified does not attend the Hearing, the Conduct Appeal Committee Hearing may proceed in his/her absence.

**Conduct Appeal Committee.** The Conduct Appeal Committee shall consist of five (5) members as follows:

1. two (2) students appointed by the President of the S.R.C., or the T.S.I. as the case may be;
2. for academic appeals only: one (1) faculty member appointed by the faculty union;
3. (a) for academic appeals: two (2) members, one of whom shall be a faculty member from a department not related to the Appeal, designated by the Senior Vice President, College Operations;  
  
(b) for non-academic appeals: three (3) members designated by the Senior Vice-President College Operations.

**Representation.** The following persons have the right to make representations before the Conduct Appeal Committee:

1. the Campus Hearing Officer, and counsel or agent for the College;
2. the respondent(s) and his or her counsel or agent;
3. the complainant(s) and his or her counsel or agent.

**Conduct of Appeal Hearing.** The Appeal Hearing shall be open to the public except where the Committee is of the opinion that:

1. matters involving College security may be disclosed; or,
2. where intimate, financial, personal or other matters may be disclosed that could harm or unduly jeopardize either the complainant(s) or the respondent(s); or
3. where both the complainant(s) and the respondent(s) so request.

**Timeframe.** The Conduct Appeal Committee shall convene a hearing within five (5) days of its appointment, or such further time that the Chairman may deem appropriate.

**Evidence.** In hearing the Stage Two Appeal, the Conduct Appeal Committee may consider the evidence received from the Stage One Appeal, and may hear additional evidence. No person who has given or supplied evidence with regard to the decision/complaint being appealed shall be a member of the Appeal Committee.

**Examination of Witnesses.** An authorized party to the hearing may:

1. call and examine witnesses and present arguments and submissions;
2. conduct cross-examination of witnesses reasonably required for a full and fair disclosure of the facts in relation to which they have given evidence.

The Conduct Appeal Committee may address questions to any witness and may limit the number of witnesses to be heard.

**Absence.** Where notice of an Appeal Hearing has been given to a party to the Hearing, and the party or his/her agent or representative does not attend the Hearing, the Conduct Appeal Committee may proceed in his/her absence unless previous arrangements have been made.

**Chair.** The Conduct Appeal Committee shall choose a Chair from among its members.

**Voting.** All members shall have and shall exercise one vote on any matters brought before the Committee and no member shall be permitted to abstain; the decision of the majority shall be the decision of the Committee.

**Attendance.** If an Appeal Hearing is adjourned, the same members must attend any subsequent Hearing(s) on the same matter.

**Recommendation(s) of Conduct Appeal Committee.** The Conduct Appeal Committee will deliver its recommendation(s), with reasons and in writing, to the President within two (2) working days after the conclusion of the hearing.

**Final Decision – President.** The President will review the recommendation(s) of the Conduct Appeal Committee and will make a final decision on the appeal. He or she will communicate the decision, in writing, to the appellant/respondent within five (5) days of the receipt of the recommendation(s) of the Conduct Appeal Committee, including a statement to the effect that the decision is final.

7.1.7.7 Complaint Appeal Process Schematic

