**Policy and Procedure**
No: HCIT-CS-SCG-5.0
Topic: Student/Client Grievance
Category: Client Services
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## 1. Purpose:

To set out guidelines and standards for dealing with student/client grievances of harassment and discrimination or unfair treatment meted out to a student/client or group of students/clients at the College.

## 2. Policy:

The policy of the College is to ensure that the grievance procedure is activated in settling requests/complaints from student/clients.

## 3. Scope:

A grievance may be filed by a student/client who:

a) considers that they have been harassed/discriminated as defined in section 4.2 and 4.3 or their student/client's rights, as recognized by the college in its administrative regulation, have been infringed upon by other students/clients enrolled at the HCIT.

b) considers that unfair treatment has been meted out to him/her.

## 4. Definition:

4.1 **Grievance**:

A grievance is a formal complaint arising from discrimination/harassment or an alleged action of the faculty, administrators or staff of the HCIT or any of the student/clients enrolled at the HCIT. Such action is alleged by student/client to be:

a) An unjustified, unauthorized and unethical action, which adversely affects the status, rights, or privileges of the student/client.

b) In violation of Policies, Procedures, Regulations and Guidelines of HCIT.

c) The arbitrary, capricious or unequal applications of College's procedures, regulations and guidelines.

4.2 **Discrimination:**

Discrimination is any unjustified action to limit a student/client or group of students'/clients' access to education, training, facilities, activities and employment. Discriminatory action often takes the form of unfavorable differential treatment of one individual by another or the exclusion or restriction of a student/client or group of student/clients or harassment of a student/client or a group.

4.3 **Harassment:**

Harassment is a form of discrimination that includes any course of vexatious or abusive comment, conduct or display that is known or ought reasonably to be known to be unwelcome. Intimidating, malicious, annoying or hurtful actions or comments by any person are considered to be vexatious.

## 5. Responsibilities

5.1 **Director/Principal:** For overall compliance with this policy and procedure.

5.2 **Institution Manager**: To formally investigate student/clients grievances and allegations, and recommend necessary actions

5.3 **Members of Management Team:** On request from the student/client to amicably resolve student/client's grievances through informal discussion and negotiations.

5.4 **Career Counsellor:** Responsible for

- maintaining a Student/Clients' Grievance Register, as well as filing all student/clients grievance related documentation in their respective student/client file.

- providing counselling services to affected students/clients as needed.

- amicably resolving student/client grievances through informal discussion and negotiations, failing which to facilitate student/client in filing a formal complaint with the Institution Manager.

## 6. Procedure:

6.1 A grievance shall be filed no more than ninety (90) calendar days after the occurrence of the alleged action on which it is based.

6.2 Every level of grievance shall be considered confidential and information relating to a grievance shall not be divulged to individuals or organizations not party to the grievance. All materials developed in the course of the grievance investigation and hearing shall be placed in confidential, non-personnel file to be maintained by the Career Counsellor.

6.3 Prior to initiating any grievance procedure, the student/client(s) is/are required to make in good faith an effort to resolve the dispute informally.

6.4 Any member of the HCIT Management Team may be approached for assistance in resolving the grievance through informal discussion if the student/client so requires.

6.5 If the student/client feels that any of the grievances have not been resolved amicably in spite of informal discussion, he/she may take the issue to the Institution Manager by filing a Student/Client Grievance Form to initiate the formal grievance procedure.

6.6 On receipt of any Student/Client Grievance Form, the Institution Manager is to inform the Career Counsellor who will record the receipt of this complaint in the Student/Client Grievance Register.