

Complaint reported to Student Centre Team
(via email, telephone, or in person)

Team requests for contact information; directs students to appropriate Education Leader

Waits/considers options/ walks away from the process

Informal Process
(when able)

Formal Complaint

Education Leader follows up within 24-48 hours

Informal Conversation
Without Action

Informal Conversation
With Action

Any complaints involving alleged sexual/physical harassment must be processed as a Formal Complaint

Examples:
Private, informal conversation
Empathic Listening
Advice and coaching on conflict resolution

Examples:
Education Leader with required parties will investigate the complaint
Verbal or written reinforcement of behavioural expectations
Mediated discussions

HR and Education Leader to develop action plan with recommendations (including timeline) within 90 days of first complaint

If Student is satisfied, the case will be closed and kept on file indefinitely

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If Student is unsatisfied, proceed to **Informal Conversation With Action or Formal Complaint**

If Student is unsatisfied, proceed to **Formal Complaint**

SMP Flowchart

The *Students Matter* Process is intended to be collaborative with all of our Academic Partners and will be consulted as required.

OUR SHARED
PURPOSE