

Dispute Resolution Policy (CCNM – Boucher Campus)

In an effort to resolve disputes equitably and expeditiously, the College has adopted a dispute resolution policy to enshrine the principles of natural justice into all College policies that involve disputes between college stakeholders. This policy applies to all students, staff, faculty and administration, board members and patients of CCNM – Boucher Campus.

If possible and where appropriate, disputes between students, staff, faculty and administration should be resolved in an informal manner between the relevant parties.

In the event that informal resolution is not achieved or is not appropriate, College policies are to be governed by the principles of natural justice. All disputes are to be resolved fairly and as expeditiously as possible. The onus is on the College to ensure that all disputes are dealt with expeditiously.

Individuals involved in a dispute are entitled to know and understand the particulars of any charges or complaints made against them. In any matter involving a possible sanction, the individual should be provided this information in writing. Individuals have a right to be heard in response to any charges or complaints made against them before any disciplinary action is taken against them.

Exemptions from this policy

The Dispute Resolution Policy covers disputes or concerns not related to Grade Appeals or Discrimination, Bullying and Harassment. Those concerns may be directed as follows:

- Students may not file a grievance for a grade appeal, except when a faculty displays unethical, illegal, or improper conduct within the context of a grade given.
- Incidences of bias, sexual discrimination or (sexual) harassment, sexual misconduct, or occurrences of harassment, bullying, discrimination, or other human rights concerns, please refer to the Discrimination, Bullying and Harassment Policy

Dispute Resolution Procedure

Informal Dispute Resolution Process

Informal grievances are resolved through a discussion with the person(s) involved and do not require the submission of a written complaint. Most grievances can be resolved quickly and efficiently through a calm, balanced and non-prejudicial discussion between parties, and do not require formal action. Within five (5) business days of the issue/event the complainant(s) should directly approach the person(s) involved and communicate their concerns and a possible plan for resolution. Most grievances will be resolved at this level. If an agreement cannot be made the complainant may move to the Formal Dispute Resolution Process as outlined below.

Formal Dispute Resolution Process

In cases where an informal process does not lead to a satisfactory resolution, or the complainant(s) is dissatisfied with the outcomes or if the complainant(s) is not comfortable addressing their concerns in this manner, the complainant(s) may contact the following individuals within ten (10) business days of the initial incident:

- for concerns related to the academic component of the program—contact the Associate

Dean of Academics (Dr. Rochelle Heisel, PhD, rheisel@ccnm.edu) or Director of Academic Affairs (Reid Wildeman, MEd., rwildeman@ccnm.edu);

- for concerns related to the clinical component of the program—contact the Associate Dean of Clinical Studies (Dr. Karrin Fairman-Young, ND, kfairman@ccnm.edu);
- for concerns that do not fit one of the above categories, contact the Assistant Registrar (TBD);
- for concerns related to employment/between employees, contact the Human Resources Manager (Nicola Diaz, ndiaz@ccnm.edu).

Grievances must be submitted in writing and include the nature of the concern, the persons involved, efforts taken to address the issue, results of attempts at resolution and the requested plan for resolution.

No retaliation against the complainant is permitted. The student making the complaint may be represented by an agent or a lawyer. The investigation and written response to the complaint must be completed within thirty days of the day the complaint was made.

The Associate Dean, Assistant Registrar or HR Manager will arrange a meeting between the complainant(s) within 5 business days of receiving the complaint. They will determine the course of action, which may include a mediated meeting between the complainant and the respondent, and endeavor to facilitate a satisfactory resolution within 10 business days of first notification of the alleged incident.

A written summary of the complaint and response will be maintained by the Registrar.

Investigation and Proceedings

Within five (5) business days of receiving the request for dispute resolution, the Associate Dean, Assistant Registrar or HR Manager (Investigator) will:

1. email the complainant(s) acknowledging receipt of the request and whether the issue will be investigated further.
2. notify the person against whom the grievance is made (the “Respondent”) of the grievance lodged against them in writing.
3. arrange a meeting with themselves and the Complainant(s), that allows for further clarification of the written statement submitted.
4. interview the Respondent allowing the Respondent to present a written and/or oral explanation of the facts and circumstances underlying the alleged conduct.
5. When a response is required, the Respondent must respond by the indicated deadline and in the manner (i.e. in person or writing) required by the Investigator.
6. Where a meeting has been scheduled to enable the Respondent to be heard in person by the Investigator and the Respondent does not attend despite having been informed of the appointment in writing, the Investigator may proceed without scheduling another such meeting and may reach a decision on responsibility based on the available information and documentation she or he has received and reviewed without re-inviting the respondent.
7. The Investigator shall include a meeting with any relevant witnesses that have been identified.

8. In the unforeseen event the Investigator needs additional time to review the evidence, they will notify the student in writing of the deadline extension.
9. The Investigator will make a determination regarding the Grievance allegation and report the outcome to the Complainant(s) and Respondent in writing no later than ten (10) business days following the notice of investigation, based on assessment of the information provided and investigated regarding the grievance.
10. After the investigation has concluded and a decision rendered in writing:
11. All physical evidence, written statements, and notes of oral statements taken in any investigation shall be maintained in the case file relevant to the matter in the custody of the:
 - a. Registrar (Meghan Henesey, mhenesey@ccnm.edu) for the student official file throughout a student's tenure, and until one year after the student has graduated from, or otherwise permanently left CCNM – Boucher Campus.
 - b. Executive Director Human Resources (Barbara Young, byoung@ccnm.edu) for the employee official file throughout the employee's employment and until a minimum of one year after the employee has ceased employment at CCNM – Boucher Campus.
12. The Complainant(s) and Respondent shall be notified of all findings and a copy of the outcome placed in each file.

Complaints

CCNM maintains a formal process for receiving, reviewing, and responding to significant student complaints related to the naturopathic program.

1. Students with a serious complaint about the naturopathic program are to submit their concerns in writing, specifying that the submission represents a "Formal Complaint." The submission shall be directed to the President's Office.
2. A Formal Complaint can be pursued only after all other avenues under CCNM's policies have been exhausted.
3. A Formal Complaint must be based on valid grounds, reflecting significant issues that may affect one or more students within the program, and substantiated with relevant evidence. Frivolous or unsubstantiated complaints will be reviewed and dismissed accordingly.
4. The President or their designate will review all submitted Formal Complaints, assess the validity of the claim, initiate an investigation where warranted, ensure that necessary parties are consulted, and attempt to resolve any matters in dispute.
5. All Formal Complaint decisions will be delivered in writing back to the student complainant(s) within thirty (30) days of receipt of the Formal Complaint.

The student who is dissatisfied with the College's response and feels that they have been misled by the College, may file a complaint with the Private Training Institutions Board (www.privatetraininginstitutions.gov.bc.ca) within one year of the date they completed, were dismissed from, or withdrew from the program.