



## Medicine Hat College Procedure RWLE STUDENT INFORMAL COMPLAINT RESOLUTION

Procedure #:	PR-HR-01-02
Procedure Authority:	Director, Human Resources Human Rights Advisor
Executive Sponsor:	Vice-President, Administration and Finance
Approved by:	Vice-President, Administration and Finance
Effective Date:	March 18, 2020

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### 1. PURPOSE

The purpose of this procedure is to outline a progressive reconciliation process for students to address an alleged breach against a MHC employee(s), related to HR-01: Respectful Work and Learning Environment policy, prior to initiating the formal complaint process.

### 2. SUPPORTING

- HR-01: Respectful Work and Learning Environment (the **Policy**).

### 3. DEFINITIONS

All terms used throughout these procedures shall have the meaning ascribed to as such under the Policy.

### 4. PROCEDURE

**4.1** Students are encouraged to address an alleged breach relating to the Policy by seeking resolution and reconciliation via the progressive process as outlined below.

#### **4.2 INFORMAL RESOLUTION**

##### **4.2.1 Stage 1 - Self-Help**

Any student who feels that they have been subjected to harassment, discrimination, or disrespectful behaviour is strongly encouraged to immediately inform the individual concerned that the behaviour is unwelcome and request that it stop. It is advisable to keep notes including the dates, times, witnesses, and a summary of interactions.

Where there is a power imbalance, or other intimidation factors, a student may contact the Students' Association for support.

#### **4.2.2 Stage 2 – Dean Support and Intervention**

In the case where a student has not received a satisfactory resolution using Stage 1, the student may complete and sign the Student Informal Complaint Resolution form (Attachment A) and submit it to the office of the responsible Dean or Associate Dean.

The Dean or Associate Dean will arrange a meeting with the student to discuss the alleged breach of policy and determine the student's desired outcome. The Dean will meet with the respondent to discuss the allegation and provide an opportunity for response. The Dean may facilitate a meeting between the parties if required. The Dean will take appropriate action and follow up with both parties.

**4.3** If a satisfactory resolution is not achieved, the Dean will advise the student of the process to lodge a formal complaint under the Respectful Work and Learning Environment policy (Stage 3 - Formal Complaint.)

#### **5. ADDITIONAL INFORMATION**

PR-HR-01-02 Attachment A: Student Informal Complaint Resolution form

#### ***ORIGINAL COPY SIGNED***

Wayne Resch  
Vice-President, Administration and Finance

Date: March 18, 2020

#### **DOCUMENT HISTORY**

March 2020 Procedure approved