



## Grievance & Complaints Policy

Foundry College provides students with the skills and knowledge for the jobs of today and tomorrow. We take student complaints seriously, but we also encourage students to resolve issues informally through open dialogue with the individuals involved. This policy outlines a process where students can express grievances when they can not be resolved by less formal methods.

If your complaint is related to an existing policy (e.g., academic integrity, sexual harassment, etc.), please refer to that Foundry College policy for the appropriate next steps. If you feel like your complaint does not fit into another policy, then please review and follow this policy and its related procedures.

*Foundry College reserves the right to regularly update this document. The date of the latest update is included in the footer. As a student, it is your responsibility to be aware of any updates.*

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### Reporting

Students who have a complaint or grievance may present it to the Foundry College Student Services Manager in writing by emailing [support@foundrycollege.org](mailto:support@foundrycollege.org).

The complaint should contain the name of the student issuing the complaint, a description of the complaint, the name of the person involved in the complaint, and what the student would deem as an appropriate resolution. If the complaint or grievance is related to another policy that specifically covers that type of grievance, the Student Services Manager will provide guidance specifically related to that policy.

Otherwise, the following will occur. The Student Services Manager will provide an informal process for addressing the complaint. This process will include suggestions for how the student may resolve the complaint directly without a formal inquiry. If the complaint is resolved, the matter will be closed, and the complaint will not be included in the student's record.

## **Formal Complaint**

If a student is not able to resolve the grievance informally, or if the Student Services Manager is not able to assist the student in resolving the matter informally, the student may submit a formal written complaint to the Student Services Manager. This formal statement should include the original complaint shared with the Student Services Manager, the attempts made to resolve the complaint informally, and the reason for why that resolution is not acceptable.

The Student Services Manager will provide a copy of the complaint to the individual against whom the complaint has been made. That person will be provided an opportunity to respond in writing no later than five business days after receiving the written complaint. Once this has been completed, the Student Services Manager or a designated third party may investigate the complaint and put together a report outlining findings and a proposed resolution.

If the student accepts the decision, and no further action is deemed necessary, the case will be closed. The case will be included in the student's record.

## **Appeals**

If the student does not accept the decision, the student may choose to appeal the decision. Appeals must be filed within five working days of receiving the written notification of the decision.

In an appeals situation, the Head of Student Experience will meet with the student via Zoom to hear the grievance, review the written materials, and respond in writing with a decision within five working days after receipt of the complaint. All appeal decisions are final.

Nothing in this policy limits any right that you may have to seek civil or criminal legal action to resolve your complaint.