

Complaints Processes

Supersedes: none

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*This set of processes are utilized for each Queen's program with the expectation that this or an analogous process is implemented by external accreditation seekers.

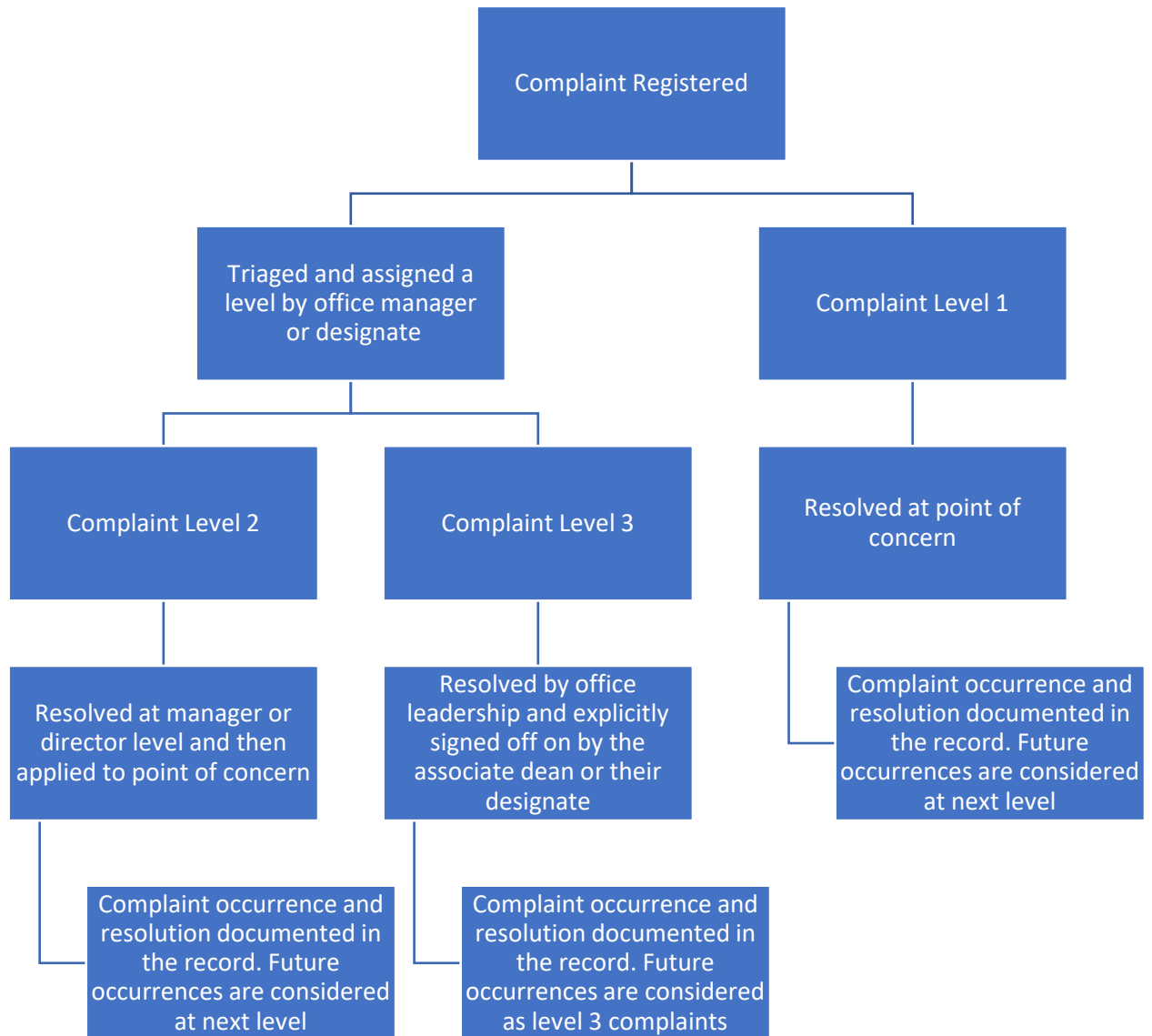
** We have a spreadsheet that tracks complaints and their resolution.

Background

Level 1 Complaint: Resolvable at the point of concern to the satisfaction of the office and the complainant (e.g., user service/technical concern).

Level 2 Complaint: A complaint that is either a repeated level 1 concern or a concern that impact operations or program quality (e.g., perceived bias at a program, learner was charged for a program they did not register for, or incidental/minimal departure from the national standard or policies)

Level 3 Complaint: A repeated level 2 concern or a severe departure from office policies, procedures, or operation. This includes significant threats to the reputation of the office or serious departures from compliance with the national standard. This also includes anything that represents potential or real harm to faculty, staff, or learners (e.g., discriminatory act, threats, or intentional/significant/repeated departure from academic or professional integrity).



Additional Notes

1. Substantive complaints are documented and triaged before being allocated to the team or staff member most capable of resolving them.
2. All accreditation pertinent complaint (such as a notation of bias) are documented and initially reviewed by the Director of the team in question or their delegate, triaged for urgency, and which office team is best positioned to resolve the issue.



3. Any complaint about program delivery or content or speaker conduct, regardless of level are brought back to the planning committee or overseeing body within 72 hours of the program for discussion and a remediation plan for the program is enacted as expediently as possible.
 - The potential actions of the planning committee to a complaint or bias range from (and can include multiple mitigation strategies).
 - Documentation within the complaints log with sufficient detail for review and institutional memory.
 - Acknowledgement of the complaint and deliberation leading to an informed dismissal of the complaint on lack of substance.
 - A revision of program processes to resolve the situation for future programs.
 - If the complaint is about a speaker, coaching is provided in the form of providing feedback so as to provide for remediation.
 - A serious enough complaint or departure from the national standard would result in the Associate Dean of Professional Development not involving the speaker or industry sponsor in question in future programs (indefinitely or for a set period) and appropriate notification of the various colleges of the complaint in detail.
 - As necessary, additional campus resources and officials are informed and will guide next steps in the resolution process.

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