

INTERNATIONAL BUSINESS UNIVERSITY (IBU)

POLICY CONTROL

Policy Number	3015 (previously 803)
Policy Title	Student Complaint Procedure
Policy Owner / Responsible Offices	Office of the Registrar
Approval Authority	Academic Council
Applies To	All domestic and international students of International Business University
Approval Date	June 2022
Effective Date	September 2022
Review Date/s	August 30, 2024 (1st review)
Revision Date/s	-
Revision Implementation Date/s	-

1. INTRODUCTION AND BACKGROUND

International Business University is committed to a student-first philosophy and to maintaining a learning environment that is responsive, fair, and respectful. A transparent and accessible complaint process supports trust, accountability, and continuous improvement in academic programs, services, and student experience.

2. PURPOSE

International Business University is a student first university. We make every effort to provide students with high-quality experience in teaching, learning and student services. The University is committed to addressing student concerns in a responsive and timely manner, including complaints related, but not limited to, the program delivery, the educational experience and/or the services they receive.

The basic purpose of this procedure is to establish a process for students, without fear of reprisal, to raise concerns about a program, their learning experience or the services received in situations where a university policy or procedure specific to their concern is not already in place. Where no obvious policy or procedure exists, or if the complaint is regarding an existing policy or procedure, this policy should be followed.

3. POLICY STATEMENT

IBU shall provide a fair, confidential, and timely process for the resolution of student complaints, ensuring procedural fairness, respect for all parties, and protection from retaliation.

4. APPLICABILITY

This policy applies to all domestic and international students registered in a program at IBU. This policy is available to all past, current and prospective domestic and international students of IBU.

5. DEFINITIONS

Complaint

An expression of dissatisfaction raised by a student regarding academic programs, learning experience, services, or treatment received, where no more specific policy or procedure applies.

Complainant

The student or authorized representative submitting a complaint under this procedure.

Respondent

An individual or unit that is the subject of a complaint.

Informal Resolution

An attempt to resolve a complaint through discussion, facilitation, or mediation without initiating a formal investigation.

Formal Complaint

A signed, written complaint submitted to the Registrar's Office using the prescribed form.

Extenuating Circumstances

Documented situations beyond a student's control that may justify extensions to prescribed timelines.

6. POLICY

6.1 GENERAL PRINCIPLES

Complaints about the academic experience, services or other students raised by students shall be addressed in a way which respects the rights of all parties, and which leads to the timely resolution of the disputes. All employees of the University who deal with a complaint shall respect the student's right to confidentiality. Similarly, the rights of a person who is the subject of a complaint, including their right to confidentiality, will be respected.

A complaint must be made within 2 weeks of the incident(s) giving rise to the complaint except in extenuating circumstances which, in the opinion of the University, would justify an extension. Where a complaint is against an individual, it is the right of the student to seek an informal resolution through the various levels of supervision in the department involved.

Where several students in the same class of a program have the same concern, the matter should be raised with the Student Services before proceeding with a formal complaint.

A group of students may delegate one or more of its members to voice a complaint on its behalf. However, no one shall initiate a complaint on behalf of another person or persons without the written permission of the person(s).

The complainant can have a person present with them at all the stages of the proceedings. Also, the complainant may authorize another person to make a complaint submission on their behalf.

6.2 INFORMAL COMPLAINT PROCEDURE

- Set up a meeting with the student services to review the complaint. At the meeting, state complaint clearly, preferably in writing. If a complaint is put in writing, a copy of the same should be retained.
- The Student Services Advisor will listen to the concerns of the students and seek clarification, if needed.
- Student Services Advisor will explore ways to resolve the concerns and try to mitigate the situation. The complainant or respondent may request either a facilitated discussion with a facilitator or mediation to be used as part of the informal complaint resolution process. Both parties must agree on the identity of the facilitator or mediator.

- Both parties will agree on a way to resolve the concerns and create a written record of the solution for reference and for action/distribution as appropriate.

6.3 FORMAL COMPLAINT RESOLUTION

- If the informal approach is not feasible or if concerns have not been resolved during the informal method with the complainant will submit a signed written complaint on the prescribed form to the Registrar's Office.
- Within 72 hours of receiving of formal complaint, RO will investigate the merits of the complaint, which can include a detailed, in-depth discussion with both the parties, and any other investigation method deemed appropriate by the RO.
- Give the respondent an opportunity to respond in writing to the specific concerns raised by the student(s) within five (5) working days.
- If the complaint has merit, work out a resolution with the respondent and advise the student(s) in writing.
- If the complaint lacks merit (e.g. if student(s) actions have led to the consequences which are the subject of the complaint, or cannot identify a specific area of concern), inform the student(s) in writing and provide reasons why no further action will be taken.

6.4 APPEAL OF DECISION

If the student believes the complaint has not been dealt with fairly, the decision is unfair, or if a written response has not been received from the RO, the student can submit an appeal against the decision in writing to the Academic Council within 72 hours of the previous decision.

Request for an appeal will be granted on limited grounds, namely:

- That there has been a clear failure of due process in consideration of the complaint, which the complainant can define and provide evidence.

- That the decision of prior appeal process was not reasonable and in accordance with the facts of the case.
- New material evidence, which the complainant could not reasonably have provided earlier, and which may be sufficient to alter a decision; or facts that were not known to the RO at the time of making their decision due to extenuating circumstances. In these cases, the Academic Council is obliged to consider the validity and admissibility of the new information/facts.
- If new information is being relied upon by the complainant, the Academic Council shall specifically explain in their decision why or why not they have accepted or rejected all or some of the new information. The complainant should set out their concerns clearly and concisely and provide evidence in support, where possible.

The Academic Council will decide if the complaint has merit and on the way the complaint is to be resolved.

- Inform the student(s) of the decision within 5 working days of receiving the appeal and indicate that the matter is now closed. The decision of the Academic Council is final and cannot be appealed.

6.5 ADDITIONAL PROVISIONS

Students are expected to submit complaints, within the timeline(s) and procedures indicated in this policy. However, they may expect the University to exercise its discretion to extend the timelines where there is good reason, supported by evidence, when a student has not been able to submit a complaint within the timeline. Under certain circumstances, depending on the complexity of the complaint, it may be necessary for the University to amend the timelines and procedures.

Depending on the nature of the complaint, it may not be possible for the parties to preserve a student's anonymity; in these instances, every effort will be made to maintain the student's confidentiality, while disclosing the necessary information on a need-to-know basis.

Following investigation or fact-finding, the lack of a factual basis for a complaint will not be considered evidence that a complaint was frivolous or vexatious. Any retaliation by employees because a student engaged in the student complaints process is unacceptable and will be addressed appropriately.

While a student will not be disadvantaged as a result of making a complaint, the University may consider reporting the matter as a student misconduct should there be

reasonable/compelling evidence that a student complaint was frivolous, malicious or brought in bad faith.

7. ROLES AND RESPONSIBILITIES

- **Students:** Submit complaints in good faith and within prescribed timelines
- **Student Services:** Support informal resolution
- **Registrar's Office:** Receive, investigate, and resolve formal complaints
- **Academic Council:** Hear and decide appeals

8. REVIEW

This policy will be reviewed according to the established review cycle once every 3 years or as established by the Academic Council.

9. COMPLIANCE PROCEDURES

Failure to follow this procedure may result in dismissal of a complaint or referral to other applicable university policies.

10. EVALUATION AND QUALITY ASSURANCE

Effectiveness is supported through documented timelines, appeal mechanisms, confidentiality safeguards, and Academic Council oversight.

11. RELATED DOCUMENTS

- IBU Student Code of Conduct (#3002)
- IBU Academic Integrity Policy (#3008)