

Complaint Management and Processing Policy¹

Adopted by the Board May 21, 2019²

¹ This is an English translation of the *Politique de gestion et de traitement des plaintes*. In case of discrepancy, the original French shall prevail.

² This policy replaces the Procedure for Processing Student Complaints (*Procédure de traitement des plaintes étudiantes*) adopted by the Board October 26, 2012.

Table of Contents

1	PREAMBLE.....	3
2	OBJECTIVES.....	3
3	PRINCIPLES.....	3
4	APPLICABILITY.....	4
5	RESPONSIBILITY.....	4
6	PROCESS FOR ADDRESSING COMPLAINTS.....	5
7	EVALUATION OF THE POLICY.....	6
8	EFFECTIVE DATE.....	7

1 PREAMBLE

The École de sténographie judiciaire du Québec (the **School**) is constantly concerned with maintaining a climate favourable to communication in an environment that prioritizes harmony among various actors. For this reason, the School recognizes that students have the right to receive high-quality instruction in a healthy climate. Consequently, it wishes to institute a simple and effective procedure through which a student may make known to the administration their dissatisfaction regarding services rendered, or may rapidly resolve disputes that may arise between a student and a member of the School's staff.

2 OBJECTIVES

The present Policy aims to:

- Encourage dialogue among staff and students and, through it, collaboratively foster educational success from all perspectives.
- Find solutions to the challenges and problems that students may experience during their time at the School.
- Ensure fair treatment of complaints, fully respecting the rights of the people concerned and the School's active policies and regulations.
- Prevent complainants from become victims of retribution.

3 PRINCIPLES

The present Policy is based on the following principles:

- A dissatisfaction based on facts deserves to be addressed with all the attention required.
- The first step in resolving an issue is a dialogue between the staff member and the student concerned by a situation.

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- Each complaint is handled with the highest respect for confidentiality and protection of personal information.
 - The process of managing and addressing a complaint is simple and effective.

4 APPLICABILITY

The present Policy applies to all complaints regarding services rendered by School staff.

The actions available regarding revision of grades are the purview of the Institutional Learning Assessment Policy. For a harassment complaint, refer to the *Politique contre le harcèlement psychologique et sexuel en milieu de travail*. If there is a disclosure or complaint regarding sexual violence, these will be addressed by the *Politique visant à prévenir et à combattre les violences à caractère sexuel*³.

5 RESPONSIBILITY

Staff and **students** are responsible for familiarizing themselves with the Policy and for respecting it.

The **managing director** (*directeur général*) is responsible for applying the Policy. As such, they must ensure that the procedure for managing and treating complaints, as well as the time frame for processing and resolution of these complaints, is respected.

Should the managing director be subject to a complaint, the president of the Board, or another person designated by the Board, will be responsible for addressing the complaint, using the same process.

³ Available here, French only: https://ecoledestenographie.ca/wp-content/uploads/2019/07/ESJ_Politique-visant-%C3%A0-pr%C3%A9venir-et-%C3%A0-combattre-les-violences-%C3%A0-caract%C3%A8re-sexuel-VCS.pdf

The **board of directors** is responsible for approving the Policy.

6 PROCESS FOR ADDRESSING COMPLAINTS

Step 1: Discussion

Complaint regarding a staff member

Before submitting a written complaint, the student contacts the staff member concerned by the complaint and the two parties attempt to reach an agreement among themselves to resolve the issue. If the student believes that this approach could result in reprisal toward themselves, they should first meet with the managing director. This meeting may take place through a digital medium or a telephone discussion.

Complaint regarding services received

The student addresses the managing director and informs them of their dissatisfaction. The managing director, within a maximum of fourteen (14) days, proposes solutions to mitigate or correct, as is possible, the reason for the dissatisfaction.

Step 2: Presenting a formal complaint

If the approach suggested for the first step fails, the students submits a formal complaint to the managing director using the form provided for this purpose, which is available from the managing director's office or from the School's website.⁴

The managing director has fourteen (14) days to address the management of, and ensure follow up for, the complaint. To address the complaint,

⁴ Visit https://ecoledestenographie.ca/wp-content/uploads/2019/07/ESJ_Formulaire_plainte2019.pdf

depending on the severity of the issue, they may use means including the following:

- Individual or group meeting with the concerned parties or those who may have been witnesses. Meetings may take place using digital means or a telephone call.
- Suggesting mediation.
- Gathering suggestions for improving service.

Step 3: Decision

The managing director meets with the complainant to inform them of their decision. The meeting may take place using digital means or a telephone call. Depending on the case and if they judge it appropriate, the managing director may provide their decision in writing.

7 EVALUATION OF THE POLICY

The board of directors receives an annual report (non-nominative) on handling of complaints.

As needed, and upon recommendation of the managing director, the board may request that the director submit amendments.

8 EFFECTIVE DATE

This Policy is effective as of the date of adoption by the board of directors.