

# Colbourne College

## Student Complaints, Grievance And Appeal Process

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*The college supports the rights of students to file grievances, lodge complaints, and make appeals in a safe environment. The policies apply to all Colbourne students regardless of the location that the course is offered and include those enrolled in online experiences. Colbourne College has reasonable complaint policies and procedures that are well-publicized and are administered fairly.*

### **IS A QUERY DIFFERENT FROM A COMPLAINT?**

Yes. Queries are routine questions and help that students will need while a complaint is any unresolved issue that a student feels should be addressed to the Associate Director Of Programs.

### **TYPES OF QUERIES AND COMPLAINTS**

#### **1) Academic**

- Teaching And Learning
- Assessment
- Grades
- Faculty Mis-conduct
- Library And Computer Services
- Extenuating Circumstances
- Other

#### **2) Non-Academic**

- Student Mis-conduct
- Housing And Residence Life
- Student Fees
- Discrimination
- Unprofessional Conduct By Administrative Staff
- Safety Concerns

### **STEP 1: GETTING HELP WITH A QUERY THAT YOU HAVE**

*Take the following steps in finding the right staff to address your queries in the most effective ways.*

- Go to [www.colbournecollege.weebly.com](http://www.colbournecollege.weebly.com)
- Select: *Student Services*
- Select: *Contact A Support Staff*
- You will see all service staff and the list of support and services that you can access from each.
- Select the appropriate staff that can assist you with your question or concern.
- Complete the student service form, ensure that your email address and phone numbers are correct.
- Say exactly what you need help with or what the concern is.
- Submit the Form
- The Student Services Staff or Faculty will contact you in a timely way with the information or support that you need.

To report a formal student conduct complaint, please utilize the Step 2 but please make every effort to resolve an issue at step 1. Do not proceed to step 2 unless no adequate resolution has been achieved. If the query is urgent and it is after regular business hours, the Skype MySpace Community is a general community forum that is open 24 hours. If there is an imminent risk of harm or danger, please dial 119.

## **STEP 2. REPORTING A STUDENT COMPLAINT**

To report a concern, students are invited to contact the Community Manager for Student Success, in the Student Services Office (SSO). Please fill out the report form providing specific details and complete information about the complaint or concern, including:

- Student name, ID# and contact information.
- Date and nature of the concern.
- Names of staff or faculty involved.
- Narrative of correspondence with involved parties.
- What resolution are you seeking?

The Community Manager will then review the concern and facilitate further discussion towards a resolution. This process resolves differences within the College; it is not a legal forum, but Colbourne College will always make your concerns a priority and use our best effort to resolve the issues in a way that is positive for both you and the institution.

*If at any time you feel uncomfortable, frustrated, or need additional help in the resolution process, you have the right to contact the Associate Director Of Programs directly as the neutral third party to facilitate the process. However, step 2 above is recommended first.*

### **RIGHT TO PRIVACY**

*On occasion, due to the nature of the reported concern, your identity may have to be disclosed to the party you are reporting for problem-solving. However, the Student Services Office will take reasonable steps to maintain your privacy, if you so request.*

### **CONTACT US**

6 Hillview Avenue, Kingston 10, Jamaica.

#### **Hours**

Monday through Friday 10:00am to 6:00 pm

#### **Sasha-Lee Sommers**

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#### **Christopher Cameron**

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