



Complaint Process

Non-academic student conduct falls under the jurisdiction of the *Code of Student Rights and Responsibilities*. All students and student groups are expected to conduct themselves in a way that promotes an atmosphere of civility, diversity, equity, and respect in their interactions with others. Behaviour that is inconsistent with these values may be held accountable through the Code.

Process to File a Complaint

Any student, staff, or faculty member (a *complainant*) may file a complaint under this Code, if a student's conduct is believed to be a breach of the Code.

All complaints must be filed with the Assistant Vice-President, Students (AVPS) in Student Development and Services.

All complaints must be submitted in writing, with the complainant's name attached to the documentation of the complaint. The documentation must outline the respondent's name, as well as details of the incident, including date(s), time(s), and location(s) of the conduct. A Residence Incident Report or a Security Report may also constitute a complaint. **Anonymous complaints will not be processed.**

1. A written complaint is provided to the AVPS. The respondent and/or Department will receive a copy of the complaint.
2. The AVPS will review the complaint, and decide if the allegation violates the Nipissing University *Code of Student Rights and Responsibilities*. The AVPS will either then lead the investigation themselves, or refer the complaint to a designate for further investigation and resolution. If an allegation is significant, the AVPS can initiate interim actions/sanctions upon the accused.

Depending on the level of detail provided in the initial complaint, the AVPS, or designate, may request follow-up information from the complainant, and/or request a meeting with the individual to discuss the complaint.

3. The AVPS, or designate, will notify the individuals involved, and inform them of supports on campus, if needed.

4. The AVPS, or designate, sets a meeting with the respondent, informs them of the process that takes place in investigating the complaint, and ensures the student has a clear understanding of the allegations/complaint.

5. The AVPS, or designate, investigates the complaint, as appropriate, to determine if the case should proceed with a formal investigation, as well as whether it qualifies for informal resolution.

Possible Steps of the Investigation

- Meet with the complainant, and review the complaint and details of the incident.
- Research details surrounding the incident, and any supporting documentation/evidence (e.g., security report, video surveillance, witness reports).
- Meet with the respondent to inform the individual/department of the evidence/information surrounding the complaint. The respondent has the ability to agree to answering questions in this meeting, or to reschedule the meeting within 5 business days of this meeting.
- The respondent has a right to question all evidence and witnesses/complainants. This could be completed in a face-to-face hearing, or through alternative means (e.g., video conferencing, phone, email), if agreed to by all parties. If one party (accused or complainant) do not agree, the default will be a face-to-face hearing.

6. The AVPS, or designate, works with the parties to come to an agreement on how to move forward. This can be done through informal processes, mediation, and/or sanctions/outcomes.

7. Once the case is completed, all parties will receive written communication summarizing the outcomes, and any required follow-up.

8. If a Complainant has a concern that a University department has infringed on their rights/responsibilities, they are encouraged to complete the complaint form. The AVPS, or designate, will review the complaint and determine if there is another authority having jurisdiction over the complaint, and refer the complaint if another authority exists.