



STUDENT/CLIENT GRIEVANCE POLICY

Disputes may arise with students, and/or potential students, regarding the quality of service provided by Community College – Northern Inland Inc. This may include course content, teaching practices, presentation, venue, course fees and marketing information.

Community College – Northern Inland Inc. and its staff will attempt to establish an atmosphere of trust and open communication with students and the community so that any grievance is dealt with in a constructive manner.

Any consumer grievance will be taken seriously and dealt with as soon as possible in order to resolve the issue.

All consumers have the right to have an independent advocate act on their behalf or to support them while the grievance is being resolved.

All grievances will be recorded in consultation with the consumer and confidentiality will be maintained by all parties.

All grievances and complaints will be used as a mechanism to review and improve our service and procedures will be amended if needed.