

## **WLLC COURSE COMPLAINT PROCEDURE FOR STUDENTS**

### **1. Initial Step – Contact your instructor**

Any issue related to a course should first be addressed directly with the course instructor.

### **2. Escalation – Contact the WLLC Associate/Assistant Chair**

If it is not possible to speak with the instructor, or if there were no resolution with the instructor, the student may escalate the complaint directly to the Associate Chair (Spanish Students) or the Assistant Chair (WLLC students).

### **3. Preparing for the Complaint Review**

Before a meeting with the Associate/Assistant Chair can be arranged, the student must either:

- Send a detailed email outlining the basis of the complaint and the resolution they are seeking, or
- Complete the designated (Qualtrics) form (to be found on WLLC Website) answering the following questions:
  - *What is the basis of the complaint?*
  - *When applicable, what specific rule or policy has not been followed?*
- Student must be ready to provide evidence / documentation substantiating the complaint upon request by Associate /Assistant Chair.

### **4. Timeline Response**

The Associate/Assistant Chair will respond to the student's complaint within three (3) business days.

### **5. Meeting**

When a situation warrants it, an in-person or virtual meeting may be scheduled with the student to discuss and explore possible resolutions.

- Virtual meetings will be held via Microsoft Teams or Zoom.
- In person meetings will take place in the Language main office, room 101.
- All meetings will be recorded for documentation purposes.
  - When a meeting takes place to discuss a complaint, a record of that meeting and minutes of the discussion taken will be filed.

The Associate/Assistant Chair will inform the course instructor that a formal complaint has been submitted, and a meeting has been set up. Confidentiality and anonymity will be maintained to the fullest extent possible.

### **6. Outcome**

The Associate/Assistant Chair will send a follow-up email summarizing the outcome and possible steps to be taken to both the student and the instructor individually.