

Student Conduct Policy Process Map

Overview of Formal Complaint Process

Accepting a Complaint	Who will be overseeing this step	Student Care Team - Student Care Coordinators, Student Success and Experience (SSE)
	What they will be doing	A Student Care Coordinator will provide the student with an opportunity to share their experience of the incident. Together, they will explore options for support and ways to address the situation, one of which is a student misconduct complaint process. If the student opts to initiate a complaint, they will only be required to share: • the nature of the alleged misconduct; • name of the person alleged to have committed the misconduct; and, • approximate dates, times and locations of the alleged misconduct. The Dean of Students will then decide whether or not the complaint meets the policy criteria. If the criteria are met, the parties involved will be determined to establish the complainant, respondent and witnesses to the case. The file will then be forwarded to investigation.
	Time frame for this step	Typically 3 weeks, written notice of the anticipated timeline will be provided if the timeline cannot be met.
	Complainant's Next Steps	If the complaint is accepted and forwarded to investigation, an investigator from the University of Alberta Protective Services will invite the parties to an interview. If the complaint is not accepted for investigation, the complainant may appeal the decision in writing to the Student Conduct Officer within 15 working days of receiving it. If no appeal is made, the process is completed.
	Applicable Section of the Student Misconduct Complaint Procedure	2. Interim Measures 3. Starting The Complaint Process 4. Accepting A Complaint

Investigation	Who will be overseeing this step	Investigator, University of Alberta Protective Services
	What they will be doing	Investigators gather evidence related to a complaint and interview parties involved. Relevant information gathered by investigators is recorded in an Investigation Report. A voluntary step for all parties. None of the individuals invited to speak to investigators is obliged to participate. However, policy states that if they do not participate in an investigation, they may not be able to provide evidence on the case at a later time. Once an investigation is completed, the Investigator refers the case to the Student Conduct and Accountability Office.
	Time frame for this step	Typically 6 weeks, depending on Academic schedules, complexity and participants' availability. Written notice of the anticipated timeline will be provided if the timeline cannot be met.
	Applicable Section of the Student Misconduct Complaint Procedure	5. Investigation and Referral
Student Conduct Officer Hearing	Who will be overseeing this step	Student Conduct Officer (SCO), Student Conduct and Accountability Office
	What to expect	The Student Conduct Officer provides reasonable disclosure of the Investigation Report to the parties to the complaint. Opportunity for a hearing: A hearing is a voluntary opportunity for respondents and complainants in an SCP complaint to meet individually with a Student Conduct Officer who will make a decision on the case. At the hearing, they may • provide their perspective on the matter. • be asked to clarify their statements or other evidence. • Present questions or considerations for the SCO to take into account in their decision. • Respond to anything that contradicts their statement

		All parties to an SCP case may bring an advisor with them.
	Time frame for this step	Typically 6 weeks, written notice of the anticipated timeline will be provided if the timeline cannot be met.
	Applicable Section of the Student Misconduct Complaint Procedure	6. Student Conduct Officer Hearings 7. Decision 8. Service and Notice
	Student's Next Steps	• Review decision • Determine if they wish to make an appeal • Apply for an appeal by the deadline outlined in the decision

Resources

Employee and Family Assistance Program

Crisis Support: 24 hours a day, seven days a week, 365 days a year

Phone: 780-428-7587

Toll Free (English): 1-800-663-1142

Numéro gratuit en français: 1-866-398-9505

TTY: 1-888-384-1152

Homewood Pathfinder: online dashboard to access additional service offerings

Call 780-428-7587 or email workplace.wellbeing@ualberta.ca for an invitation code.

Community Supports

24/7 CMHA Distress Line: support to those in distress or considering suicide

Phone: 780-482-4357

Also have an online crisis chat in evenings and weekend afternoons. More information can be found at <https://edmonton.cmha.ca/brochure/online-crisis-chat>.

Suicide Crisis Helpline: 24/7/365 bilingual, trauma-informed, and culturally appropriate mental health and suicide prevention support.

Call or text 988



AHS Mental Health Help Line: 24/7/365 support, information and referrals to Albertans experiencing mental health concerns

Phone: 1-877-303-2642, or

Call 811 and follow prompts to speak to the Addiction and Mental Health Team

Kids Help Phone: 24-hour bilingual and anonymous phone counselling, web counselling, and referral service for kids, teens, and young adults.

Phone: 1-800-668-6868

Text: 686868

Related Policies, Procedures, and Practices

The links below apply to the complaint process under the SCP.

[Student Conduct Policy](#)

[Student Misconduct Complaint Procedure](#)

[Student Misconduct Appeal Procedure](#)

The links below **may** be relevant to complaints under the SCP.

[Sexual and Gender-Based Violence Policy](#)

[Discrimination, Harassment and Duty to Accommodate Policy](#)

[Practicum Intervention Policy](#)

[Information Technology Use and Management Policy](#)

[91. Protocol for Urgent Cases of Disruptive, Threatening or Violent Conduct](#)

[Residence - Community Expectations](#)