



*Dr. K. Q. A. Garrison*

**SUBJECT: Continuing Education Program Participant Complaints**

**I. POLICY:**

While the College strives to provide excellent service to all students, this policy outlines the process for continuing education program participants to issue a complaint.

**II. PROCEDURES:**

In the event that a continuing education participant wishes to issue a complaint against the College, the following process will be followed:

- Complaints will be issued to the Chair of Career Pathways and Continuing Education in written form.
- The Chair will respond to the issuer of the complaint within two business days either in writing or in conversation to resolve the issue.
- If the issuer of the complaint is not satisfied with the resolution offered by the Chair, they may issue a written complaint to the Vice President of Academic Affairs.
- The Vice-President of Academic Affairs will respond to the issuer within four business days.
- The decision of the Vice-President of Academic Affairs is final in all complaints

**III. GENERAL INFORMATION:**

Because the College contracts with several professional organizations in order to award continuing education credits at our events, Career Pathways and Continuing Education must adhere to the specific regulations of the awarding agency as it pertains to publishing this policy.