

CANADIAN SCHOOL OF NATURAL NUTRITION

(Represented by Adams Distribution Centre, Inc.)

Student Complaint Procedure

Student concerns relating to school policies and procedures, or any issues other than the marking of tests and assignments must be made in writing to the Distance Education Program General Manager.

1. Once the complaint has been reviewed by the General Manager, the Manager will contact the student within 5 business days, and set up a time with the student to discuss the complaint further. Students are allowed to have another person present (via telephone) while the complaint is being discussed, plus are allowed to have another person speak on their behalf as long as the student is either present, or provides CSNN written permission for the other person to speak on their behalf.
2. The General Manager will collate and record all of the information discussed and will then either make the decision, or involve CSNN's Executive Director in the decision making process. Within 10 business days of when the complaint was discussed with either the student and/or their spokesperson, the General Manager will deliver to the student a copy of the complaint, a copy of any submissions, the decision and the reasons for the decision. The documented complaint, supporting information and decision will be kept on file for a minimum of 3 years. All decisions are final.

Complaints about the marking of tests and assignments are to be made in writing, by the student, to the attention of the General Manager and will be resolved in the following manner:

1. Once the complaint has been reviewed by the General Manager, the Manager will contact the student within 5 business days, and set up a time with the student to discuss the complaint with the **academic advisor** who marked the test(s) and/or assignment(s). Students are allowed to have another person present (via telephone) while the complaint is being discussed, plus are allowed to have another person speak on their behalf as long as the student is either present, or provides CSNN written permission for the other person to speak on their behalf. Student will be advised to resolve the issue directly with the academic advisor if possible. If resolution is not arrived at, proceed to step 2.

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2. The General Manager will collate and record all of the information discussed and will then either make the decision, or involve CSNN's Executive Director in the decision making process. Within 10 business days of when the complaint was discussed with either the student and/or their spokesperson, the General Manager will deliver to the student a copy of the complaint, a copy of any submissions, the decision and the reasons for the decision. The documented complaint, supporting information and decision will be kept on file for a minimum of 3 years. All decisions are final.