



BOUCHER INSTITUTE
of Naturopathic Medicine

BOUCHER INSTITUTE POLICY

Policy Title: Student Dispute Resolution Policy (formally Student Complaint Policy)

Implementation Date: February 27, 2006

Date of Last Revision: February 27, 2017

Person(s) Responsible for Implementation: Dean of Student Services,

Related Procedures: Student Dispute Resolution Procedure

1. This policy governs complaints from students attending the Boucher Institute of Naturopathic Medicine and any aspect of its operations. A student will not be subject to any form of retaliation as a result of filing a complaint.
2. All student complaints must be made in writing.
3. The student must provide the written complaint to the one of the following individuals who is responsible for making determinations based on area of responsibility.

For complaints regarding;

- Administrative functions of the Institute and issues shared by, or of interest to a number of students: contact the class representative for discussion and response through the Student Liaison Committee.
- Academic components of the program: contact the Associate Dean of Education.
- Clinical components of the program: contact the Associate Dean of Clinical Studies.
- For all other concerns that do not fit one of the above categories: contact the Dean of Student Services who will direct the student to the responsible BINM employee.

If the responsible individual as noted above is absent the student must submit the complaint to the Provost.

4. The process by which the student complaint will be handled is described in the Student Dispute Resolution Procedure. Written reasons for the determination will be provided to the student within 45 days after the date on which the complaint was made.
5. The student making the complaint may be represented by an agent or a lawyer.