



REPORTING, INVESTIGATION, DISCIPLINARY AND APPEAL PROCESSES

VCMT's [Complaint Reporting Process](#) details the process by which a student may raise concerns with VCMT's Administration.

VCMT's [Investigative Process](#) outlines the processes by which contentious issues are investigated and resolved, including consequences as outlined in VCMT's [Progressive Discipline Process](#).

These processes are applicable for concerns related to [Student Code of Conduct](#), including breaches of the [Academic Dishonesty Policy](#) and [Sexual Misconduct Policy](#).

Complaint Reporting Process

In cases where a member of the VCMT community feels a matter should be brought to the attention of VCMT's Administration, the community member should communicate the concern to VCMT's Senior Administrator Mark Arnephy by email at mark@vcmt.ca. If the Senior Administrator is unavailable, the Dean is responsible for receiving complaints at rosanna@vcmt.ca.

In consultation with the Senior Administrator, the complainant will determine whether they wish to pursue an informal resolution to the concern or whether they wish to initiate a formal report.

The complainant may also submit the [Formal Code of Conduct Violation Report](#) found on Canvas to Mark Arnephy at mark@vcmt.ca.

We remind students that all health professionals regulated under the [Health Professions Act](#), including RMTs, have a professional, ethical, and legal responsibility to report any unsafe practice or serious professional misconduct of any other regulated health practitioner to the regulatory body that the practitioner is registered with. In anticipation of VCMT students becoming healthcare professionals governed by the Health Professions Act, all members of VCMT's community have a responsibility to report any serious breach of VCMT's [Student Code of Conduct](#), including instances of [Academic Dishonesty](#) and [Sexual Misconduct](#) to a member of VCMT's Administrative Team.

DEFINITIONS

Concern: may include breach of one or more of VCMT's [Student Code of Conduct](#) including [Academic Dishonesty](#) and [Sexual Misconduct](#) policies.

Complainant: an individual who submits a Report.

Report: a formal written report of a Concern to VCMT's Senior Administrator accompanied by a request for action. The Report will be written and may be submitted by email. The report should include

- Names of individuals centrally involved in the issue
- Dates and times of the incident or observed behaviours
- A description of what occurred including details of objectionable actions/behaviours
- Names of other individuals who witnessed the behaviours
- An expected response for resolution of the issue

Respondent: an individual who is accused of being the cause of a Concern.

VCMT Community: includes any students, patients, staff or administration directly enrolled in, treated at or employed by VCMT.

INFORMAL COMPLAINT

If the Community Member prefers an informal resolution to resolve the Concern, the Senior Administrator (or administrative designate) will work alongside the individual to promote a satisfactory resolution. The process may require the Senior Administrator to:



- Speak informally to individual(s) involved in the incident;
- Act as mediator in an informal meeting with the concerned parties;
- Initiate a change in practice, if deemed necessary;
- Commence a more formal investigation if warranted; and/or
- Results of an Informal Complaint can be communicated verbally or in writing.

FORMAL REPORT

Should the Community Member wish to submit a formal Report, the Complainant will submit a written account of the Concern to the Senior Administrator at mark@vcmt.ca. If VCMT's Senior Administrator determines that there is reason to proceed, and the Report falls within the purview of VCMT policy, a formal investigation into the allegations will be initiated via VCMT's [Investigative Process](#).

Please note this reporting process is separate and distinct from the Incident Reporting Process relating to problematic patient interactions in VCMT's internship program as detailed in VCMT's [Student Internship Manual](#).

Investigative Process

FORMAL INQUIRY

VCMT's Senior Administrator will meet with persons who have knowledge of the Concern and gather data considered relevant to the complaint, providing all reasonable opportunity for pertinent information to be included in the investigation. Students, including the Complainant and Respondent, are entitled to be accompanied or represented to any investigative meetings by a person of their choosing, including a lawyer, friend, family member or another student.

Process:

- The Complainant will be informed of the investigative options open to them including turning the matter over to law enforcement;
- The investigative team will seek to ensure a prompt, fair and impartial investigation and resolution, employing any of the following investigative tools:
 - Collecting and reviewing documents that may contain relevant information;
 - Interviewing individuals, including witnesses, who may have relevant information;
 - Conducting additional interviews with the complainant and respondent;
 - Consulting with other members of the VCMT Community as necessary to the investigation;
 - Consulting with external professionals if necessary to the investigation; and
- The Complainant may withdraw the report, although VCMT reserves the right to continue with an investigation and may act on the matter upon completion.

Any Concern which is perceived by VCMT Administration to be of a civic or criminal matter will be referred to the proper authorities.

While the Respondent will be accorded procedural fairness, VCMT will pay close attention to and respond judiciously in cases where making the Respondent aware of the complaint or report could result in further harm.

PROCEDURAL FAIRNESS

- Any member of the VCMT Community has the right to submit a Report without fear of reprisal.
- VCMT's Senior Administrator or designate is responsible for initiating a procedurally fair investigation of complaints related to an Issue.



- VCMT will deal with allegations of student misconduct in a procedurally fair, unbiased and timely manner. Complainants and Respondents will be advised of the options available to them. Involved parties will be provided opportunities to support or defend their own positions. A student who makes or is otherwise involved in a Report will not be subject to any form of sanctions or retaliation by VCMT at any time as a result of filing the Report.
- VCMT will deal with allegations in a procedurally fair, unbiased and timely manner. Complainants and Respondents shall be advised of the options available to them.
- Respondents will be provided with reasonable notice and full details of the allegations levied against them.
- During an investigation, the involved parties shall be accorded reasonable opportunity to respond to information which will be utilized in determining a finding that misconduct, as defined by this policy, has or has not occurred.
- For a Report to be considered under this Policy, it is recommended that it be submitted within 30 days of the date of an Issue and within 90 days of Sexual Misconduct. If the Complainant submits reasonable cause for an extension to the 90 day limit, the Senior Administrator will grant such an extension.

CONFIDENTIALITY

The Complainant's confidentiality will be maintained at their request unless, in consultation with the Complainant, it is established that the investigation requires disclosure of the Complainant's identity for a satisfactory conclusion to be reached.

Confidentiality may not be maintained if legal requirements necessitate the identification of the Complainant.

INTERIM RELIEF

VCMT Administration may take whatever interim measures they deem necessary to protect the VCMT community, pending the completion of an investigation into acts of misconduct. Such measures may include, but are not limited to:

- No-contact between the Complainant, Respondent, Witnesses or other parties;
- Ordering the Complainant, Respondent, Witnesses or other parties to cease and desist from engaging in a particular type of behaviour;
- Restricting access to the VCMT campus or specific areas of campus; and/or
- Suspending involved parties from the College pending investigation.

Specific conditions to be imposed in the interim will be dependent upon the circumstances of each case and the level of risk to the VCMT community.

NOTIFICATION OF DECISION

Upon completion of the formal inquiry, VCMT's Senior Administrator will determine an appropriate course of action in response to the Report, consistent with the values and policies of the college and the best interests of VCMT students. Where there is a violation of VCMT policy, the Senior Administrator will initiate the [Progressive Discipline Process](#) as outlined in this policy.

The Respondent will receive notification of the Senior Administrator's decision within 30 days after the date on which the Complainant filed a Report. The results of a Formal Inquiry will be communicated in writing either by paper or email. The degree of detail provided to the Complainant will be constrained by the complainant's need to know, their level of satisfaction at the outcome, and matters of confidentiality.

After an investigation involving a Report and within 30 days of receiving the Report, VCMT will communicate the following to both the Complainant and the Respondent:

- A summary of the investigative findings;
- A rationale for the findings;



- A summary of actions taken;
- Recommendations for further steps/actions.
- The communication will be a formal written document, a copy of which will remain in VCMT's Confidential drive.

Involved parties have the right to appeal the decision of the Senior Administrator in keeping with VCMT's [Student Appeals Process](#).

Student Appeals Process

VCMT's appeals process provides an avenue through which students can appeal VCMT decisions which they feel merit review. Students may appeal a decision made by an employee of VCMT when it significantly affects their education and/or the student feels they may have been treated unjustly in the application of the college's educational policies/procedures. While such appeals do not constitute a judicial process, VCMT commits to hearing those appeals in an open, fair and unbiased manner. Appeals will fall into one of two categories: Appeals of an Assigned Grade or Appeals of a Disciplinary Action

APPEAL OF AN ASSIGNED GRADE

Students wishing to appeal a course grade and/or skills performance assessment must follow these steps within one week of receiving the assigned grade:

1. The student must approach the instructor who assigned the mark(s) in question, providing an opportunity for the student to raise their concerns about the mark, and allowing the instructor to provide a rationale for their assessment.
2. If the student has fulfilled step 1 of this process and is still not satisfied, they may outline their complaint in writing, and submit it to VCMT's Senior Administrator*, who will meet with the student and the instructor to review the student's concerns. After hearing from both parties, the Senior Administrator will make a decision as to the legitimacy of the complaint and will respond in one of the following ways:
 - Determine that the assigned grade will stand;
 - Determine that the instructor needs to review their evaluation;
 - Determine that a new evaluation of the material/skill be undertaken;
 - Determine that a third party grade the assignment or written assessment; or
 - Design and implement a case-specific option that addresses the unique nature of a particular request.

Upon hearing from both parties and making a determination, the Senior Administrator (or designate) will communicate the decision to both parties and follow up with the chosen action(s).

The Senior Administrator's decision in such matters will be considered final and binding.

NOTE

*In cases where the Senior Administrator is already a participant in Step 1 of the process, Step 2 of the appeal will be heard by the Dean.

APPEAL OF A DISCIPLINARY ACTION

Students alleged to have contravened the [Student Code of Conduct](#), including [Academic Dishonesty](#), and [Sexual Misconduct Policy](#), have the right to appeal any consequences or sanctions ("Disciplinary Action") through VCMT's Student Appeals Process.

Students wishing to appeal a Disciplinary Action of VCMT may do so by submitting a written appeal to VCMT's President within 7 days of the imposition of a Disciplinary Action or staff/administrative decision. The President will review any written submissions, the investigation report, and any other



documentation pertinent to the complaint and provide a response within 10 days of receipt of the written appeal.

The President's decision will be considered final and binding.

If a student has exhausted the options offered by the Appeals Process and is dissatisfied with the process that was followed and/or has been misled by VCMT regarding any significant aspect of these processes, the student may file a complaint with the Private Training Institutions Branch (PTIB). Information regarding PTIB complaints process may be found [here](#).

Documentation made in relation to investigations shall be collected and stored in a manner consistent with VCMT's [Student Records Policy](#).