



## COMPLAINTS PROCEDURES AT THE FACULTY OF EDUCATION

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All members of the Faculty of Education are expected to interact in a collegial, professional manner in an environment characterised by respect. In many cases, a complaint can be quickly resolved with a discussion with the relevant person; we encourage you to attempt to resolve your complaints at this level wherever possible.

### **If you are a student with a complaint regarding grades, exams or course related matters:**

- Approach the course instructor or supervisor and attempt to resolve your issue with him or her. Faculty Guidelines stipulate that other instructors should not be involved.
- If the issue is not resolved, advise the instructor that you will take the matter up with the Associate Dean.
- Consult the Equity & Human Rights Services website at <http://www.uwo.ca/equity/students.htm>

### **If you are a student, staff or faculty member and feel that you are experiencing harassment or discrimination:**

- If you are comfortable doing so, approach the person directly involved and attempt to solve the issue with them.
- If you are not comfortable discussing the issue with the person involved, consult with Equity Services and/or your Employee Group or with the Dean, to receive confidential advice on how to proceed.

The University of Western Ontario Policies and/or collective agreement articles addressing discrimination and harassment exist for all students, staff and faculty members. Equity and Human Rights Services supports and administers Western's policies regarding non-discrimination and harassment, employment equity and diversity, and other human rights related issues for the benefit of all members of the University community.

Contact Western's Equity and Human Rights Services:

Telephone: 519-661-3334 or ext. 83334,

Email: [equity@uwo.ca](mailto:equity@uwo.ca) Website: [www.uwo.ca/equity](http://www.uwo.ca/equity)