

Procedures for Complaints in Academic Matters

A complainant should first attempt to resolve the matter with the Instructor. If it cannot be so resolved, the complaint, preferably in writing, must be presented to the appropriate head of department or director of the school who will conduct an investigation and attempt a resolution. If the matter cannot be settled by the head/director, it shall be referred to the appropriate dean of faculty. Any complainant may at any time have the assistance of the Vice-President Academic of the Acadia Students' Union.