Complaint Resolution Process

Meets with Advisor to get support (ex. Services or information)

Request for Informal Resolution

Notice of Informal Resolution (NOIR)

Complainant offered options available to resolve complaint and decides they do not want a formal process

Meets with an Advisor to make a complaint to engage a formal process

Yes

Notice of Informal (NOI)

Formal College Process

No

(Not within policy Jurisdiction)

Call Police with Support from Advisor

Assign Investigator or Mediator

(NOI) / (NOIR)* Letter with name of Investigator, Informal Resolution & Supports, Interim Measures, Questions

Investigation

Letter of Completion (LOC) to Complainant and Respondent

*NOIR involves an agreed process between complainant and respondent for a mediation or resolution of the complaint

Note 1: The Intake, to Notice of Investigation (NOI) to Summary of Findings (LOC) may take up to 30 days. Depending on the complexity of the complaint, and availability of parties this timeline may be shorter or longer. Going through a complaints resolution process is stressful. Complainants and Respondents are encouraged to reach out to Advisors for information and support through the process. Contact Support at: svra@georgebrown.ca or diversity@georgebrown.ca

Note 2: The Complaint Resolution Process is a dynamic process of services, supports and investigation that may be impacted by the complexities of a particular case.