





2) a potential conflict of interest refers to a situation where an employee's Personal Interests could influence the exercise of the employee's actions, power or performance of their duties or responsibilities to the College;

3) a perceived conflict of interest refers to a situation where an informed person might reasonably hold an apprehension that a conflict of interest exists on the part of the employee in relation to a Personal Interest. A perceived conflict of interest is determined by the perception of a reasonable person (a hypothetical member of the public) who is reasonably well informed.

Means any person employed by (or who has an appointment with) the College.

Means the Vice President, Enrolment and College Relations and their direct reports involved in administration.

Means the person against whom an allegation has been made under this Policy.

Means any person enrolled as a Student at Okanagan College.

- 5.1 Students with a Concern or Complaint are strongly encouraged to express the Concern through an informal process by discussing the Concern or Complaint directly with the Employee whenever possible.
- a) Students who approach an Employee to express a Concern or file a Complaint are expected to:
    - i) State their concern clearly, honestly and professionally;
    - ii) Respect confidentiality;
    - iii) Demonstrate a genuine interest in finding a resolution.
  - b) Employees who are approached by a Student who is expressing a Concern or filing a Complaint are expected to:
    - i) Be approachable;
    - ii) Gather all relevant information;
    - iii) Respect confidentiality; and
    - iv) Work to resolve the Concern or Complaint to the degree possible within the scope of their responsibilities.
- 5.2 A Student may submit a written Complaint as defined within the scope of this Policy, at any time. A form can be accessed at the following link:

- 5.3 Retaliation against anyone who, in good faith, files a Concern or Complaint, or who participates in a review of a written Complaint is strictly prohibited.
- 5.4 Complaints that are frivolous, vexatious, malicious or otherwise made in bad faith are strictly prohibited.
- 5.5 Where a Complainant does not consent to the disclosure of their identity, the College may deny the Complaint or delay the Complaint investigation until and if the Complainant consents to disclose their identity. Complaints will be closed if an investigation has not been initiated within six (6) months of the initial filing of the complaint.
  - a) The College's ability to act upon an anonymous Complaint is very limited. The College will consider anonymous Complaints for the purpose of determining whether there is evidence of a significant risk to the health or safety of

- c) Distributing to the appropriate Supervisor for investigation.
- d)