



Capernwray Harbour Bible Centre

Student Concerns, Grievances and Dispute Resolution Policy

Capernwray Harbour Bible Centre ("CHBC") makes every effort to provide a safe, enjoyable, positive learning and growing environment for all students. Nevertheless, we recognize that in a fallen world populated by imperfect men and women, situations may sometimes arise where members of our community are concerned, dissatisfied, or where they feel threatened or come into conflict. In all cases, it is our desire that students find healthy resolution to such issues, and that they feel safe in approaching CHBC staff for assistance.

Concerns and grievances come in varying degrees, and different strategies may be needed to resolve them:

- Matters of a minor sort, and those that can be addressed without the assistance of any formal procedures on the part of CHBC, are entrusted to the wisdom and mature efforts of our students and staff.
- Matters that are relatively minor, where some assistance from CHBC staff is desirable or necessary, but where there is no wish or need to engage in a formal action, may be addressed by bringing forward an informal grievance or expression of concern.

The appropriate steps for addressing an informal grievance follow the principles for dispute resolution laid out in Matthew 18:15-20.

- (a) Begin by discussing the concern or complaint with the person involved – in a constructive and respectful manner.
- (b) If the concern is not adequately addressed in this way, speak with the individual staff member who is responsible for the area where the concern rests: Student Ministries staff if the issue relates to another student; the Personnel Manager if the issue is with a CHBC staff member (or the Bible School & Centre Director if the concern relates to the Personnel Manager).

Most suggestions for institutional improvement would also be "informal" in nature. Again, these should be directed to the staff member responsible for the area concerned.

- Where an informal process does not successfully address a grievance, or in the case of a serious conflict or problem, students may lodge a formal grievance or expression of concern, which will result in formal action by CHBC administration. (Formal action includes maintaining an official record of the issue and proceedings.)

Normally, formal grievances fall into one of the following two categories:

- (a) Interpersonal issues and issues relating to campus life or community experience should be taken up initially with the Student Ministries supervisor, followed by the Bible School Principle or the Bible School & Centre Director. Formal grievances in this category can be registered using the *Student Concerns and Grievances Form* available from the CHBC office.

- (b) Issues of harassment should be directed to the Bible School & Centre Director, or if that particular staff member is involved, to the Vice President of the Board of Directors. Formal complaints of bullying and harassment can be registered using the *Bullying and Harassment Complaint Form* available from the CHBC office. Please refer to the *Bullying and Harassment Policy Statement* and the *Bullying and Harassment Reporting & Follow Up Procedures* documents for more detailed information on policy and procedures related to harassment.

CHBC welcomes all thoughtful, respectful expressions of concern, as well as suggestions for making our program more effective and more satisfying for the community. When students speak freely, we seek to listen carefully, in order to grow institutionally.

Please inquire in the CHBC office if you desire further information or assistance in these matters.



Capernwray Harbour Bible Centre Student Concerns & Grievances Form

Name:	Date:
Contact Information: (Email)	(Phone)

Please Answer the Following Questions:

1. Have you read the <i>Student Concerns, Grievances and Dispute Resolution Policy</i> ?	<input type="checkbox"/> YES <input type="checkbox"/> NO
2. Is this an informal grievance or concern, where assistance from CHBC staff is desirable or necessary? (No official record will be maintained.)	<input type="checkbox"/> YES <input type="checkbox"/> NO
If YES, have you taken the appropriate steps for addressing an informal grievance, following the principles for dispute resolution laid out in Matthew 18:15-20?	<input type="checkbox"/> YES <input type="checkbox"/> NO
If NO, briefly explain why you have not done so in the space below and submit in a sealed envelope to the CHBC office.	
3. Is this a suggestion for institutional improvement?	<input type="checkbox"/> YES <input type="checkbox"/> NO
If YES, briefly explain your suggestion for institutional improvement in the space below and submit to the CHBC office.	
4. Is this a formal grievance or expression of concern?	<input type="checkbox"/> YES <input type="checkbox"/> NO
a. Is this an interpersonal issue or an issue relating to campus life or community experience? If YES, briefly explain the issue/concern in the space below, sign, and submit in a sealed envelope to the Student Ministries supervisor or to the Bible School Principle/Bible School & Centre Director (as appropriate).	<input type="checkbox"/> YES <input type="checkbox"/> NO
b. Is this an issue of harassment? If YES, please direct your concerns to the Bible School & Centre Director and refer to the <i>Bullying and Harassment Reporting & Follow Up Procedures</i> document for submitting a formal harassment complaint.	<input type="checkbox"/> YES <input type="checkbox"/> NO

Please note: Additional pages and/or documentation may be attached to the form at time of submission.

Explanation of Formal Grievance or Concern:

Please Note: Should your concern be a formal grievance or concern, you will be contacted by the appropriate administrative staff to set up an appointment for further clarification and understanding.

By signing below, you acknowledge that you have read and understood the *Student Concerns, Grievances and Dispute Resolution Policy*, everything you have stated is true to the best of your knowledge, you view your concern to be more than a minor/informal issue and wish for a record to be maintained by lodging a formal grievance or concern.

Signature: _____

Date: _____