
  <b>Official Policy</b>	Division or Sector: Services for Students
	Responsibility: Student Advocate
	Policy Number: 8010-5
Title: Student Advocate	

The function of the Advocate has been created by Vanier College in response to a perceived need for:

1. A service, which would deal with inquiries, complaints or grievances from students of Vanier College.
2. A general information centre for students about their rights and responsibilities, and what procedures to follow in order to pursue whatever complaint they may have.
3. The hallmark of the Advocate shall be his/her willingness to serve the students of Vanier College. Emphasis shall be placed on the availability of the Advocate to the students of the College, insofar as the physical and procedural restraints placed upon his/her operations allow. General cases shall be dealt with on a first-come-first-served basis. However, cases which are of a critical nature may assume priority at the Advocate's discretion. Each case shall be considered on its own merits and at the discretion of the Advocate. All dealings with the Advocate shall be held in strict confidence.
4. Informality shall be the prevailing atmosphere of dealings with the Advocate, until such time as formal steps become a necessity. In order to preserve the informal nature of dealings with the Advocate, the Advocate shall serve as a repository of information regarding the appropriate methods to be used in the pursuit of the resolution of difficulties encountered by clients. In order to effect this service, the Advocate shall have at his/her disposal, or shall make every effort to obtain expeditiously, such materials as are necessary to inform members of the College community on matters of policy, procedure and individual rights, as well as available services.
5. Should it be discovered that there are gaps or inadequacies in existing College procedures that may jeopardize the human rights and civil liberties of students, the Student Advocate will bring these to the attention of the Director General. It would not be the Advocate's function to devise new rules and procedures, but to make recommendations for their formulation and/or improvement.

  <b>Official Policy</b>	Division or Sector: Services for Students
	Responsibility: Student Advocate
	Policy Number: 8010-5
Title: Student Advocate	

**PROCEDURE**

The Advocate shall be empowered to perform the following functions:

1. The Advocate shall receive, clarify, investigate and seek to resolve complaints and grievances from the students of Vanier College about matters which are under the jurisdiction of the College.
2. In situations where cases fall within the jurisdiction of existing College policies and procedures, the Advocate shall act as a support service.
3. Every effort shall be made by the Advocate to obtain the cooperation of the appropriate individuals and/or College authorities in order for the Advocate to gain access to such information as is required to successfully perform his/her role. Requests for information from the Advocate must receive priority from every member of the Vanier College community.
4. The Advocate shall have the right to refuse to take up any case where he or she judges such intervention would be inappropriate, or to withdraw from a case if continued intervention appears inappropriate, as when there has been recourse to legal proceedings. The Advocate shall provide the applicant with a written statement of the reason for refusal or withdrawal.
5. The Advocate shall not deal with complaints or grievances from any individuals who do not present that complaint or grievance personally. Any third party attempting to initiate action on behalf of another individual shall be informed of this policy and instructed to persuade the injured party to contact the Advocate.
6. While the Advocate is authorized to function in the widest possible context and with a minimum amount of constraints,
  - a. he/she can exercise no powers that are beyond the legal authority of the College, although he/she may make recommendations concerning any such case to the Director General.



## Official Policy

Division or Sector: Services for Students

Responsibility: Student Advocate

Policy Number: 8010-5

Title: Student Advocate

- b. he/she does not make College policy or replace established College policies or procedures, although he/she may investigate any and all of these, raise questions about them, and make such recommendations as he/she feels proper for their improvement and efficient functioning.
  - c. while he/she may have access to student records, confidentiality must be respected unless written permission is obtained from the affected parties for releasing the information.
  - d. while he/she has wide latitude in making his/her findings and recommendations available to the Vanier College community, he/she must respect the requests of complainants that their anonymity be preserved.
7. All case files, regardless of status, shall be kept confidential unless otherwise stated in writing by the student. All documentation of cases shall be solely for the use of the Advocate.
  8. Documentation of all formal actions shall be expected of the Advocate. Such material shall be used to maintain a record of precedents set and to facilitate the Advocate's analysis of his/her caseload. There will be a five-year limitation on the maintenance of this documentation.
  9. In June of each year, the Advocate shall publish an annual report outlining the number of cases handled, general trends in caseload, recommendations issued and any other relevant information concerning the activities of the Advocate. The published report shall be available to the Vanier College community.
  10. The Advocate shall bring his/her findings and recommendations to the attention of the appropriate authority. Recommendations issued by the Advocate shall not be construed either as reflections of the operating philosophy of the College or any other body in the College, or as policy statements, and shall explicitly state this whenever such recommendations are issued.

Revised  New

Date Effective: 1995



## Official Policy

Division or Sector: Services for Students

Responsibility: Student Advocate

Policy Number: 8010-5

Title: Student Advocate

11. Records shall be kept in confidential files accessible only to the Advocate. These records will constitute the basis for the Advocate's yearly report, and should include complete records of all his/her actions.
12. In cases where formal action is deemed necessary, the Advocate shall require written permission from the complainant in order to proceed with the investigation.
13. The Advocate shall publicize and disseminate information on his/her service to the Vanier College community.
14. On the conclusion of an inquiry, the Advocate will, on request, provide an individual who applied for his/her services with a written report on the disposition of the matter.
15. For administrative matters and budget, the Advocate will report to the Director of Student Services.

Revised  New

Date Effective: 1995