



LANGARA
COLLEGE

Title: Concerns About Instruction
Category: Instruction
Policy No.: F1002
Replaces: 4.3.0.4. - Dealing With Concerns About Instruction Provided By Faculty Members
Applicability: Individuals who are employed or contracted to provide instruction
Effective Date: January 27, 2004
Source(s): Langara Council

Approval: _____
President

1. PURPOSE

To provide a consistent procedure for dealing with concerns expressed about instruction. This policy shall not be interpreted or used to infringe Academic Freedom.

2. DEFINITIONS

Teacher: For purposes of this policy only, any individual who provides instruction or is responsible for instruction, whether they are the instructor or directly support instruction.

Instruction: means approved educational offerings.

3. AUTHORITY

3.1 Acts and Regulations

[B.C. College and Institute Act](#)

3.2 Related Policies

[Code of Conduct](#)

[Human Rights](#)

Informing Students of Course Content

Instructor Assessment of Student Progress

Office Hours

4. RELATIONSHIPS WITH COLLECTIVE AGREEMENTS

[B.C. Nurses' Union Collective Agreement](#)

[Canadian Union of Public Employees, Local 15, Collective Agreement](#)

Langara Faculty Association Collective Agreement

[Terms of Employment- Langara College Administrators' Association](#)

5. POLICY

5.1 The College will deal with concerns about instruction in a fair and expeditious manner.

5.2 The College reserves the right to refuse to deal with concerns expressed anonymously.

5.3 If any College employee named in this policy find themselves in a real or apparent conflict of interest relative to their role as described in the policy, they will remove themselves from the process.

6. GUIDELINES/STANDARDS

Not applicable.

7. EXCEPTIONS

Not applicable.

8. PROCEDURES

8.1 Concerns about instruction, that is, concerns about course content and/or the instructional process, should be brought to the attention of the teacher who is the subject of the concern, as soon as possible after they arise.

8.2 If the individual who has concerns is unable to approach the teacher directly, or if s/he is not satisfied with the response by the teacher following discussion, s/he should report the concerns to the individual who is responsible for the program (normally the coordinator, department chair or program manager). The individual who has the concerns should report those concerns as soon as possible after they have arisen, and in any case, no later than ten (10) working days after the end of the semester in which they arose. If the coordinator, department chair or program manager is unavailable, the persons will report the concerns to the next-level administrative supervisor for the area.

- 8.3 The individual who receives the reported concern(s) will consult with the next level of authority and where appropriate with the College Executive member responsible for the area/program to determine whether the concern warrants further investigation.

If it is determined that further investigation is not warranted, the individual who reported the concern will be notified that the matter will be considered closed.

- 8.4 If an investigation is warranted, the individual with responsibility for addressing the concern will, in consultation with the appropriate College Executive member, identify whether an alternative policy or procedure applies, the appropriate procedure to be followed, and the appropriate individual to conduct the investigation. The investigating individual will:

- a. Conduct the investigation in a full, fair and impartial manner;
- b. Ensure that the parties have the right to respond to all of the identified information;
- c. Produce a written report which includes findings of fact; and
- d. Determine whether the matter warrants further action, and if so, make recommendations for addressing the concern.

- 8.5 The investigation will normally commence within five working days and be completed as soon as is practicable, normally within a further five working days.

- 8.6 If the investigator makes recommendations for resolving the concern, the next level administrative supervisor (normally the division chair or Dean) will consider those recommendations and appropriate action. Such action may include application of processes in a Collective Agreement or College Policy. In these situations, the matter must be referred to the appropriate College Executive member for determination of appropriate action.

- 8.7 A copy of the investigator's report will be provided to the teacher whose instruction is of concern on the condition that they will keep the report confidential and will not disclose it or the content except to the union and/or to receive legal advice. A copy of the report will also be provided to the appropriate College Executive member.

- 8.8 The investigation report will be placed in the employee's file. Where appropriate, a record of the resolution of the concern and/or a record of any remedial action to be taken as a consequence of the investigator's findings will be placed on the employee's file. Any record of disciplinary action taken as a result of the complaint will be removed from the employee's file after the time period specified in the applicable collective agreement, unless there has been a subsequent complaint within that period.

9. RESPONSIBILITY

For further information, please contact the appropriate College Executive member, that is, the Dean of Instruction, Dean of Student and Education Support Services, the Dean of Continuing Studies or the Director of Human Resources.

10. APPENDICES

Not applicable.