

STUDENT COMPLAINT AND APPEAL POLICY

NorthBridge College (NBBT College)

Website	NBBTCollege.ca
Location	Moncton, New Brunswick
Compliance	Private Occupational Training Act (P-16.1) and Regulation 84-207, New Brunswick
Approved By	Executive Director / College Administration
Effective Date	August 2026
Next Review Date	On or Before December 31, 2029

1. Purpose

NorthBridge College is committed to providing students with a fair, transparent, timely, and accessible process for resolving complaints and appealing academic or administrative decisions.

This policy is intended to support the requirements of the New Brunswick Private Occupational Training Act and General Regulation 84-207, where applicable.

Students will not be penalized or subjected to retaliation for making a complaint or appeal in good faith.

2. Student Complaints

A student may raise a complaint concerning matters related to their enrolment or educational experience, including:

- program delivery;
- administration or student services;
- instructor or staff conduct;
- application of College policies;
- attendance administration;
- facilities or learning environment;
- fees, payments, withdrawals, or refunds;
- disciplinary matters; or
- other matters related to the student's experience at the College.

Academic matters such as grades and assessment results should normally be addressed through the appeal process described below.

3. Step 1 – Informal Resolution

Whenever appropriate, students should first attempt to resolve their concern directly with the instructor, staff member, Program Coordinator, or other appropriate College representative.

The student should explain the concern and the resolution being requested.

Informal resolution is not required where the nature or seriousness of the concern makes direct discussion inappropriate.

4. Step 2 – Formal Written Complaint

If the matter cannot be resolved informally, the student may submit a formal written complaint to the designated College Administrator.

The complaint should normally be submitted within 10 business days of the matter arising or completion of the informal resolution process.

The written complaint should include:

- student's name and program;
- description of the complaint;
- relevant dates and individuals involved;
- steps already taken to resolve the matter;
- supporting documents, where applicable; and
- the resolution requested.

The College will normally acknowledge the complaint within 3 business days.

The College will review the complaint, obtain relevant information, and provide the student with a written decision normally within 10 business days after receiving the information required to review the complaint.

If additional time is reasonably required, the student will be informed.

5. Step 3 – Internal Review

If the student is dissatisfied with the formal complaint decision, the student may request an internal review within 5 business days of receiving the decision.

The student must explain the reasons for requesting reconsideration and provide any relevant supporting information.

Where reasonably possible, the review will be conducted by a senior administrator who was not the primary decision-maker.

A written final internal decision will normally be provided within 10 business days after receiving the information required for the review.

This decision completes NorthBridge College's internal complaint process.

6. Academic and Administrative Appeals

A student may appeal an eligible academic, disciplinary, or administrative decision, including decisions concerning:

- grades or assessments;
- academic standing;
- course failure;
- academic probation or dismissal;
- disciplinary decisions; or
- other significant academic or administrative decisions.

An appeal should normally be based on one or more of the following grounds:

- a significant procedural error occurred;
- relevant information was not considered;
- significant new information has become available;
- there was a calculation, recording, or administrative error; or
- the decision was materially inconsistent with applicable College policy or the circumstances.

For a grade or assessment concern, the student should normally first discuss the matter with the instructor.

A formal appeal must normally be submitted in writing within 5 business days of receiving the decision being appealed.

The appeal must identify the decision, grounds for appeal, supporting information, and the outcome requested.

Where reasonably possible, the appeal will be reviewed by an individual who was not the primary decision-maker. The College will normally provide a written appeal decision within 10 business days after receiving all information required to review the appeal.

The appeal decision may uphold, modify, or overturn the original decision or require the matter to be reconsidered.

7. Confidentiality and Fairness

Complaints and appeals will be handled fairly and as confidentially as reasonably possible.

Information will only be shared with individuals who reasonably require it to review or resolve the matter, provide procedural fairness, or meet legal or regulatory requirements.

Students will be given a reasonable opportunity to provide relevant information and supporting documentation.

A student will not be subject to retaliation for making a complaint or appeal in good faith.

8. Complaint and Appeal Records

NorthBridge College will maintain appropriate records of formal complaints and appeals, including submissions, supporting documentation, correspondence, and decisions, in accordance with applicable College policies and the Private Occupational Training Act and General Regulation 84-207.

Students may request access to their student records in accordance with applicable legislation and College policy.

Appeals Office

Please send to Campus address: <https://nbbtcollege.ca/contact-us>

Website: [NBBTCollege.ca](https://nbbtcollege.ca)

Email: students@nbbtcollege.ca

Phone: +1-506-800-0851

9. External Complaint – Government of New Brunswick

A student may make a complaint to the Minister against a registered training organization in accordance with the Private Occupational Training Act.

Students should normally complete NorthBridge College's available internal complaint procedures before submitting a formal complaint to the Department.

After completing the College's internal complaint process, a student who believes that a matter within the Department's authority remains unresolved may use the Government of New Brunswick Student Complaint Form.

Students should retain copies of their complaint, supporting documents, correspondence, and the College's written decisions as evidence of completing the internal complaint process.

The Government complaint process does not replace NorthBridge College's internal academic appeal process and does not necessarily provide an external appeal of grades or academic judgment.

For External Complaints:

Private Occupational Training Branch,

Department of Post-Secondary Education, Training and Labour,

P.O. Box 6000, Fredericton, NB E3B 5H1

Email: LFPSP-POTA@gnb.ca

Phone: (506) 453-2597

10. General Provisions

NorthBridge College may reasonably extend the timelines in this policy where additional time is required because of the complexity of a matter, illness, College closures, the need for additional information, or other reasonable circumstances. The student will be informed where a decision is delayed.

A student requiring accommodation to participate in the complaint or appeal process should contact the College.

Where this policy conflicts with applicable New Brunswick legislation, the applicable legislation will govern.

Complaint Process

Informal Resolution → Formal Written Complaint → Written Decision → Internal Review → Final Internal Decision → External Complaint, where applicable

Academic Appeal Process

Instructor Review, where applicable → Written Appeal → Appeal Review → Written Final Decision

Policy Owner	Administration / Academic Administration
Applies To	All Students