Regulation 320.16: Complaint Procedure

01. Complaint Procedure

1. The C.R.O. shall prepare and provide a complaint form which shall require complaints to indicate
    a. their names and student identification numbers;
    b. the specific bylaw and section, rule, or regulation that has allegedly been contravened;
    c. the specific individual or group that is alleged to be in contravention;
    d. the specific facts which constitute the alleged contravention; and
    e. the evidence for these facts.
2. Where a complaint is received within two (2) Business Days of the alleged contravention, and where the original complaint form is provided to the C.R.O., the C.R.O. shall rule on that complaint.
3. Where a complaint is received and is found to be complete as set out in Section 01(1), the C.R.O. shall rule on the complaint within two (2) Business Days of receiving the complaint.
    a. If the C.R.O. requires more time to investigate the complaint they shall, prior to the deadline:
        i. Notify, via e-mail, the Chief Tribune of D.I.E. Board with:
            a. The reason for extension of the investigation period; and
            b. The anticipated date and time the ruling will be released, not to exceed 72 hours after the deadline.
        ii. Provide a carbon copy to the complainant and the Manager of Discover Governance.
    b. The C.R.O. shall include this notification as an appendix to the final ruling.
4. The C.R.O. shall post all of their rulings, including
    a. a summary of the complaint;
    b. a list of parties to the complaint;
    c. where the C.R.O. fails to possess jurisdiction, a summary of the reasons for this finding;
    d. a listing of all bylaws, rules, and regulations that apply;
    e. a finding regarding the facts;
    f. a ruling regarding the alleged contravention;
    g. the penalty assigned, if any;
    h. the time the ruling was posted; and
    i. the time limit for appeal.

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