

<b>TYPE:</b>	Administrative
<b>TITLE:</b>	Feedback
<b>NO.:</b>	ADMIN-264
<b>RESPONSIBILITY:</b>	Vice President, People, Communications and Enrolment
<b>APPROVED BY:</b>	Durham College Leadership Team
<b>EFFECTIVE DATE:</b>	June 2026

---

## 1. Introduction

The College receives feedback and/or inquiries from many stakeholders on a regular basis. This policy and procedure addresses feedback submitted to DC Cares and not covered in other academic and administrative policies and procedures (e.g. Academic Program Review and Renewal, Faculty Performance Appraisal, Harassment, Workplace Sexual Harassment and Discrimination, Student Complaints, Student Conduct), and reinforces the importance of maintaining this channel as an accessible way for individuals to connect with the College, with a commitment to timely and appropriate responses.

## 2. Purpose

This policy and procedure establishes a framework to ensure Durham College's feedback process is coordinated, effectively managed, and responsive to inquiries. It supports the delivery of accurate information and high-quality customer service.

## 3. Definitions

Refer to [Durham College's Standard Definitions](#).

## 4. Policy statements

- 4.1. DC champions two-way communication by providing opportunities for employees, students, and the public to submit feedback and inquiries via email and comment card drop boxes under the DC Cares umbrella.
- 4.2. All communications are guided by DC's purpose, vision, values, brand and policies.
- 4.3. The DC Cares webpage provides a comprehensive Frequently Asked Questions section that is updated regularly to ensure students, employees, and community members have access to accurate and relevant information and resources.

## **5. Procedure**

- 5.1. A student, employee, or member of the public submits feedback to DC via:
  - a) DC Cares email address.
  - b) DC Cares drop boxes.
- 5.2. Feedback is reviewed by a DC Cares representative to determine if the matter can be resolved using general information, the college website, or other common resources. From there, two possibilities exist:
  - a) The feedback can be resolved by the DC Cares representative or
  - b) The feedback is escalated to a specific subject matter expert [department or Faculty] for a response.
- 5.3. Within three business days, a response informing the customer of the resolution is sent via the DC Cares email address. Comment cards are collected weekly.
- 5.4. Feedback requiring escalation is sent to the appropriate department or Faculty for additional input, investigation and final resolution. There are two possibilities:
  - a) Unresolved feedback is escalated to the appropriate DCLT member for further investigation and/or decision.
  - b) The feedback is resolved, and the customer is contacted by the department/Faculty responsible for responding. The responsible department will provide DC Cares with an update on the resolution for awareness.

## **6. Accessibility for Ontarians with Disabilities Act considerations**

Accessibility for Ontarians with Disabilities Act (AODA) standards have been considered in the development of this policy and procedure and it adheres to the principles outlined in the College's commitment to accessibility as demonstrated by the Multi-Year Accessibility Plan.

## **7. Non-compliance implications**

Non-compliance with this policy and procedure could negatively impact the current and prospective College community, as well as external stakeholders and the media, leading to significant financial loss and damage to the College's reputation.

## **8. Related forms, legislation or external resources**

- <https://durhamcollege.ca/dc-cares>