

## UNIVERSITY OF MANITOBA POLICY

<b>Policy:</b>	<b>STUDENT ADVOCACY OFFICE</b>
<b>Effective Date:</b>	January 25, 2011
<b>Revised Date:</b>	October 15, 2013
<b>Review Date:</b>	January 25, 2021
<b>Approving Body:</b>	Board of Governors
<b>Authority:</b>	<i>The University of Manitoba Act, Section 16(1)</i>
<b>Responsible Executive Officer:</b>	Vice-President (Academic) and Vice-Provost (Students)
<b>Delegate:</b>	Executive Director, Student Supports
<b>Contact:</b>	Director, Student Advocacy and Accessibility
<b>Application:</b>	All Students

### Part I Reason for Policy

- 1.1 This policy outlines the Terms of Reference for the Student Advocacy office in providing services to University of Manitoba students (current, former, and prospective).

### Part II Policy Content

- 2.1 The Student Advocacy office (the “Office”) shall:
- (a) Be under the general charge of a Director who shall report to the Board of Governors and Senate at least annually on the activities of the Office, and to the Executive Director, Student Services, for routine financial, logistic and administrative matters;
  - (b) Serve as a general information unit for students, former students, or those who have applied to become students, and provide them with information on their rights, responsibilities, and the procedures to follow to resolve problems or concerns resulting from actions or decisions, arising from actions or decisions taken by the University that may be unfair, unjust, discriminatory or create undue hardship; and in carrying out its information function, the Office will receive student complaints and refer complainants,

as appropriate, to other University officers or staff, including, without limitation, Human Rights and Advisory Services, faculty members, and academic or support service administrators;

- (c) Investigate or facilitate the investigation of any concern or complaint presented by a student or former student or applicant;
- (d) Review policies, procedures, regulations, rules and criteria and recommend any changes thereto that are necessary or desirable to ensure prompt decision making, appropriate procedures and protection of the rights of students;
- (e) Subject to clause 2.1(e)(ii) hereof, provide assistance or representation to students who are appealing an academic or disciplinary action and are appearing before a residence, faculty, Senate or University committee; and
  - (i) in discharging its representational function, be responsible for the recruitment, selection, training and assigning of Student Advocates;
  - (ii) withhold or withdraw representation if, in the opinion of the Director of the Office, the case has no merit; the student is not co-operative; the student has retained legal counsel; and/or the circumstances indicate that such involvement would be counterproductive;
- (f) Have access to such information as is appropriate having regard to the representational functions of the Office, while at all times respecting confidentiality and only releasing confidential information after written permission is given by the affected parties for such release;
- (g) Keep suitable records of complaints, findings and recommendations as may be necessary; such records shall be accessible only to members of the Office, as per FIPPA and PHIA legislation.

### **Part III Accountability**

- 3.1 The Office of Legal Counsel is responsible for advising the Vice-President (Academic) and Vice-Provost (Students) that a formal review of this Policy is required.
- 3.2 The Executive Director, Student Supports, is responsible for the implementation, administration and review of this Policy.
- 3.3 All Students are responsible for complying with this Policy.

**Part IV**  
**Authority to Approve Procedures**

- 4.1 The Approving Body may approve Procedures, if applicable, which are secondary to and comply with this Policy.

**Part V**  
**Review**

- 5.1 Governing Document reviews shall be conducted every ten (10) years. The next scheduled review date for this Policy is January 25, 2021.
- 5.2 In the interim, this Policy may be revised or repealed if:
- (a) the Vice-President (Academic) and Vice-Provost (Students) or the Approving Body deem it necessary or desirable to do so;
  - (b) the Policy is no longer legislatively or statutorily compliant; and/or
  - (c) the Policy is now in conflict with another Governing Document.
- 5.3 If this Policy is revised or repealed, all Secondary Documents will be reviewed as soon as reasonably possible in order to ensure that they:
- (a) comply with the revised Policy; or
  - (b) are in turn repealed.

**Part VI**  
**Effect on Previous Statements**

- 6.1 This Policy supersedes all of the following:
- (a) Office of Student Advocacy Policy effective November 24, 1994;
  - (b) all previous Board of Governors/Senate Governing Documents on the subject matter contained herein; and
  - (c) all previous Administration Governing Documents on the subject matter contained herein.

**Part VII**  
**Cross References**

7.1 This Policy should be cross referenced to the following relevant Governing Documents, legislation and/or forms:

- (a) [Student Discipline Bylaw](#);
- (b) [Senate Committee on Appeals Policy](#).