



# HHH INSTITUTE

HOLISTIC HARMONY HAVEN

Holistic & Complementary Health Education · Calgary, AB, Canada

## GOVERNANCE POLICY

# Complaint & Grievance Policy

Fair, Confidential, and Timely Resolution

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<b>Approved By</b>	Pardeep Kaur Randhawa, Director

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# 1. Purpose & Scope

HHH Institute (the educational arm of Holistic Harmony Haven) is committed to providing a positive, respectful, and fair learning environment. This Complaint & Grievance Policy sets out how students, prospective students, and graduates may raise concerns and how HHH Institute responds to them.

This policy applies to all programs, tracks, courses, and services offered by HHH Institute, and to all interactions with staff, instructors, contractors, and fellow students. It covers concerns about teaching, assessment, administration, conduct, accessibility, privacy, and the application of HHH Institute policies. Matters relating to refunds are handled primarily under the Refund Policy, with this policy available for unresolved disputes.

## 2. Definitions

### 2.1 Complaint

A **complaint** is an expression of dissatisfaction about a service, decision, action, or omission by HHH Institute or a member of its community, where the complainant seeks a response or resolution. Complaints are typically raised informally first.

### 2.2 Grievance

A **grievance** is a formal, written complaint that has not been resolved informally, or that is sufficiently serious to warrant formal review — for example, allegations of discrimination, harassment, breach of confidentiality, or unfair application of policy.

### 2.3 Appeal

An **appeal** is a request to review a specific decision (such as an academic grade, an integrity finding, or the outcome of a grievance) on defined grounds, such as procedural error, new evidence, or disproportionate outcome.

## 3. Guiding Principles

HHH Institute handles every concern according to the following principles:

- **Confidentiality** — Information is shared only with those who need it to resolve the matter, and records are stored securely in line with the Privacy Policy.
- **No retaliation** — No person will be disadvantaged for raising a concern in good faith (see Section 9).
- **Timeliness** — We respond within the published timeframes and keep parties informed of progress.

- **Natural justice** — Parties are told the substance of any allegation, given a fair opportunity to respond, and decisions are made by an impartial reviewer.
- **Proportionality** — The level of process is matched to the seriousness and complexity of the concern.

## 4. Step 1 — Informal Resolution

Most concerns can be resolved quickly and informally. We encourage you to raise the matter directly with the relevant instructor or staff member, or with Student Support, as soon as possible — ideally within 20 business days of the event. The aim is open, good-faith dialogue and a practical resolution. HHH Institute aims to acknowledge informal concerns within five (5) business days. If informal resolution does not resolve the matter, or is not appropriate, you may proceed to Step 2.

## 5. Step 2 — Formal Complaint

A formal complaint is made in writing using the Formal Complaint Form in Appendix A, submitted to [info@holisticharmonyhaven.com](mailto:info@holisticharmonyhaven.com). The complaint should describe what happened, who was involved, what resolution is sought, and any steps already taken.

HHH Institute will acknowledge receipt within three (3) business days and provide a substantive written response within **ten (10) business days**. Where a matter is complex and cannot be resolved within this period, the complainant will be notified of the delay and given a revised timeframe.

## 6. Step 3 — Grievance Committee Review

If you are dissatisfied with the outcome of a formal complaint, you may request a Grievance Committee review within ten (10) business days of receiving the Step 2 response. The request should explain why the outcome is unsatisfactory.

### 6.1 Panel Composition

The Grievance Committee comprises three members who were not directly involved in the matter:

- A senior member of HHH Institute (chair), normally the Director or a delegate;
- An instructor or academic staff member;
- An independent or peer representative, where available.

## 6.2 Process and Timeframe

The Committee reviews the documentation, may interview the parties, and reaches a decision by majority. A written decision with reasons is issued within **twenty (20) business days** of the review request. The Committee's decision is the final internal stage of this process.

## 7. Step 4 — External Escalation

If a concern remains unresolved after the internal process, complainants may escalate externally. Depending on the nature of the matter, appropriate external bodies may include:

- The ombuds or complaints function of our recognition bodies — IPHM (International Practitioners of Holistic Medicine), CPD certification, and IICT (International Institute for Complementary Therapists), with whom HHH Institute holds or is pursuing recognition;
- **Alberta Consumer Protection** (Service Alberta / Consumer Investigations Unit) for consumer-related concerns;
- The **Better Business Bureau (BBB)** serving southern Alberta;
- For privacy concerns, the Office of the Privacy Commissioner of Canada (OPC) or the Office of the Information and Privacy Commissioner of Alberta (OIPC), as described in the Privacy Policy.

HHH Institute will cooperate in good faith with any legitimate external review.

## 8. Records & Confidentiality

All complaints and grievances are recorded and stored securely, with access limited to those involved in handling the matter. Records are retained for seven (7) years from resolution, consistent with the Privacy Policy, and are then securely disposed of. Personal information is processed in accordance with PIPEDA and Alberta PIPA.

## 9. Anti-Retaliation Statement

HHH Institute strictly prohibits retaliation against any person who raises a concern in good faith, participates in an investigation, or assists another person in doing so. Retaliation — including intimidation, exclusion, grade interference, or adverse administrative action — is itself a serious breach of the Code of Conduct and will be investigated and addressed. Concerns about retaliation may be raised directly with the Director.

## 10. Annual Review

This policy is reviewed annually each June by the Director. Aggregate, de-identified complaint data is reviewed to identify trends and opportunities for improvement. Version 1.0 is effective 2026-06-18 and approved by Pardeep Kaur Randhawa, Director.

## Appendix A — Formal Complaint Form

Please complete all sections and submit to [info@holisticharmonyhaven.com](mailto:info@holisticharmonyhaven.com). HHH Institute will acknowledge receipt within three (3) business days and respond within ten (10) business days.

**Full name**

**Date of submission**

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**Email address**

**Program / course**

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**Have you attempted informal resolution (Step 1)? If yes, describe briefly:**

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**Description of the complaint (what happened, when, and who was involved):**

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**What resolution or outcome are you seeking?**

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**Signature**

By signing, I confirm the information provided is accurate to the best of my knowledge and I consent to HHH Institute processing it to handle my complaint, in accordance with the Privacy Policy.