## CS: Student Feedback

Version 2

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# **Student Feedback and Complaints**

We value your voice.

Seneca Polytechnic's Counselling Services is committed to providing respectful, inclusive, and supportive care. Your feedback helps us improve our services and ensure that students have a safe, positive experience when accessing mental health supports on campus.

## How to Share Feedback or Submit a Complaint

If you would like to share your experience, positive or negative, you can email us directly at:

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Please include:

- A description of your feedback or concern
- The date and location of your service interaction (if applicable)
- Whether you would like a follow-up from a member of our leadership team

#### **What Happens Next?**

If you request follow-up, a member of the Counselling Services leadership team will connect with you within 48 business hours.

We take all student input seriously and handle every complaint confidentially, with care and professionalism.