



Title of Policy	Student Appeal
Policy Number	2.5.3
Effective Date	May 2024

APPEAL PROCESS

A. STAGE 1: INFORMAL

- A. 1 A student who feels their final course grade fits under the applicable grounds for appeal as laid out in the policy (Policy statement G) or other administrative decision or discipline was unfair (Policy statement H), may contact the decision maker within five (5) business days of receiving the decision to discuss their concern and seek informal resolution.
- A. 2 The decision-maker will discuss the concern with the student. A meeting in-person or by virtual means is to be used whenever possible to foster open dialogue.
- A. 3 The decision maker will review the final grade, discipline, or other administrative decision in a timely manner.
- A. 4 The decision maker will either agree to make change(s) or provide rationale to the student if the decision remains the same.

B. STAGE 2: FORMAL STUDENT COMPLAINT

- B. 1 If unresolved at the informal stage, within five (5) business days of the outcome of the informal stage of appeal, the student can file a formal student complaint using the *Formal Student Complaint Form* (see Appendix A) and distribute as follows:
 - **Final Grade complaints:** Program Dean.
 - **Non-academic conduct:** Director of Student Affairs and/or Campus Manager (if the student is located at one of our regional campuses – Creston, Fernie, Invermere, or Golden).
- B. 2 The Dean, Director and/or Campus Manager reviews the information and discusses the matter with the student and decision-maker to gather relevant facts to inform their decision.
- B. 3 The Dean, Director and/or Campus Manager provides their decision and a rationale to the student and the decision-maker with a copy to the Office of the Registrar (academic decision) or Director of Student Affairs (non-academic decision).
- B. 4 If any change is to be made to the student’s official record or transcript as the result of the decision, the Office of the Registrar makes the relevant updates.

C. STAGE 3: APPEAL COMMITTEE

- C. 1 If unresolved at the formal student complaint stage and the student can provide evidence that policy was not followed or there is new information not previously considered, the student can file a request for a review by the Appeal Committee, using the *Request for Student Appeal Form* (see Appendix B) and submit it to the Office of the Vice President Academic (VPA) within five (5) business days of the outcome of the formal stage of appeal.
- C. 2 Along with the *Request for Student Appeal Form* (see Appendix B), the student will submit all documentation from the formal stage and any additional evidence to substantiate their request for appeal.
- C. 3 The VPA will convene an Appeal Committee, normally within 10 business days of receiving the request. The committee shall consist of at least three members, usually an administrator, faculty and student representative who are not connected to the course or decision in question. The VPA or designate will Chair the Appeal Committee and provide training on the process and expectations of the appeal process to the committee representatives.
- C. 4 The Appeal Committee will meet to review the circumstances of the appeal, all relevant documentation, and undertake any necessary consultations with the student, decision-maker, Dean/Director, Campus Manager, and/or other relevant parties to gather facts to inform their decision.
- C. 5 The Appeal Committee will make a decision regarding the appeal.
- C. 6 The VPA will provide the decision and rationale in writing to the student, decision-maker, Dean, Director and/or Campus Manager and copied to the Office of the Registrar (academic decisions) or Director of Student Affairs (non-academic decisions), normally within five business days of the Appeal Committee meeting.
- C. 7 The decision of the Appeal Committee is final and any change to the academic or official student record will be updated by the Office of the Registrar.