

Policies – Grade Appeal & Dispute Resolution Policy

<u>Guildford College</u>		<u>04470</u>
Name of Institution		Institution Number
<u>Grade Appeal & Dispute Resolution Policy</u>	<u>January 1st, 2020</u>	<u>January 1st, 2020</u>
Name of Policy	Effective Date	Revision Date

Policy:

This policy applies to all Guildford College students currently enrolled or were enrolled 30 days prior to the submitting their concern in writing to the SEA of the College.

Procedure:

The student should address the concern with the individual most directly involved e.g. instructor. If not satisfied with the outcome at this level, the student should put his/her concern in writing addressed to the SEA and deliver at the Front Desk. In case, SEA is not available, concerns should be addressed to the CEO of the College.

1. The SEA will meet with the student to discuss the concern and find out possible resolution as soon as possible but within five school days of receiving the student's written concern.
2. If needed, the necessary enquiries and / or investigations will be completed by the SEA and a written response will provided to all parties involved as soon as possible but no later than ten school days following the receipt of the student's written concerns. The possible outcome can be:
 - a. If concerns are not substantiated, the College will deny complaint and will provide a written explanation; or
 - b. If concerns are substantiated, whole or in-part, the College will propose a resolution.
 - c. One copy of the decision and all supporting materials will be given to the student, One copy will be placed in the college's Dispute Resolution File, and the original will be placed in the student file.
3. If the student is not satisfied with the determination of the SEA, the student must appeal the CEO in writing within five school days of being informed of the determination.



4. The CEO of the College will review the matter and if needed, may meet with the student and related party as soon as possible but within five school days of receipt of the student's appeal.
5. The original decision will either be confirmed or varied by the CEO in writing within 5 school days after meeting the student and related party. At this point the College's Dispute Resolution Process will be considered exhausted.

Procedure for Grade Appeal:

1. For grade appeal, a student should discuss the issue with his/her instructor. The instructor may reconsider the grade and, if warranted, assign a different grade.
2. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she should submit a written appeal to the SEA.
3. The SEA will collect evidence of assessment e.g. assignment/test etc. in question from the instructor and will have another instructor conduct a review.
4. If the re-assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
5. The grade will be considered final and cannot be appealed.
6. A copy of decision will be provided to students within 30 school days of receipt of the written complaint.
7. Grade appeal process is exhausted.