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Dispute Resolution/Grade Appeal
Name of Policy

December 20, 2019
Implementation Date

Senior Education Administrator (SEA), /
Education Administrator
Positions(s) Responsible

December 20, 2019
Date of Last Revision

ACE Community College (ACC) provides an opportunity for students to resolve disputes of a serious nature and grades appeals in a fair and equitable manner. The policy applies to all ACE Community College students who are currently enrolled or were enrolled 6 months prior to the submitting their concern to the Senior Education Administrator. This policy does not apply to students who have been dismissed according to the Student Dismissal Policy after the dismissal date.

Procedure for Student Disputes:

1. When a concern arises, the student should address the concern with the staff member most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the Education Administrator.
2. The Education Administrator will arrange to meet with the student to discuss the concern and desired resolution within 5 school days of receiving the student's written concern, or as soon as practicable.
3. Following the meeting with the student, the Education Administrator will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate (institution's) personnel. All communications must be in writing.
4. The necessary enquiries and or investigations shall be completed, and a response provided in writing to all involved as soon as possible but no later than ten school days following the receipt of the student's written concerns.

One of the following may happen:

- a. If it is determined that the student's concerns are not substantiated the institution will provide a written explanation of the decision and deny the complaint; or
- b. If it is determined that the student's concerns are substantiated in whole or in part, the institution will propose a resolution.

The response should specify the student will have five school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student, a copy will be placed in the institution's

Student Conduct File, and the original will be placed in the student file.

If the student is not satisfied with the determination of the Education Administrator, the student must advise the Senior Education Administrator within five school days of being informed of the determination. The five school days will immediately refer the matter to the Senior Education Administrator of the Institution.

The Senior Education Administrator of the institution will review the matter and may meet with the student as soon as possible but within five school days of receipt of the student's appeal.

The original decision will either be confirmed or varied by the Senior Education Administrator in writing within 5 school days after meeting the student. At this point the Institution's Dispute Resolution Process will be considered exhausted.

If the student is dissatisfied with the result and feels that he or she has been misled by the Institution, may file a complaint with Private Training Institute Branch (PTIB).

Procedure for Grade Appeal:

If a student is dissatisfied with the grade received and can provide evidence that a higher grade is warranted, he/she should discuss with his/her instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.

1. 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 Education Administrator.
2. The Education Administrator will obtain a copy of the assignment/test in question from the instructor and will have another instructor re-assess the test.
3. If the 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.
4. The grade will be considered final and cannot be appealed.
5. The decisions on the grade appeal will be provided to students within 30 school days of ACE Community College's receipt of the written complaint.