



#102,9486-120St, Surrey,
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SKILLED TRADES BC
DESIGNATED TRAINER

Dispute Resolution/Grades Appeal Policy

Name of Policy

January 01st, 2008

Implementation Date

Educational Administrator

Position(s) Responsible

January 31st, 2024

Date of Last Revision

Dispute Resolution Policy/ Grade Appeal Policy

At ACE Community College, we are committed to addressing student concerns and grade appeals in a fair and transparent manner. The following policies outline the procedures for resolving disputes of a serious nature.

Eligibility:

This policy applies to all currently enrolled ACE Community College students or those who were enrolled within the past 6 months. It does not apply to students dismissed under the Student Dismissal Policy after the dismissal date.

Procedure for Student Disputes:

1. Initial Resolution:

When a concern arises, students are encouraged to discuss it with the staff member directly involved. If dissatisfaction persists, the student should submit a written concern to the Director of Administration.

2. Director of Administration Review:

The Director of Administration will meet with the student within 5 school days of receiving the written concern to discuss the issue and seek resolution.

3. Enquiries and Investigations:

The Director of Administration will conduct necessary enquiries and investigations to determine the validity of the concerns. All communications will be in writing.



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4. Response Time:

A written response to all parties involved will be provided within ten school days of receiving the student's concerns.

5. Outcome:

Based on the findings:

If concerns are unsubstantiated, the institution will provide a written explanation, denying the complaint.

If concerns are substantiated, the institution will propose a resolution.

6. Appeal Process:

The student has five school days to appeal the decision. Copies of the decision and supporting materials will be kept in relevant files.

7. Presidential Review:

If dissatisfied, the student can appeal to the President within five school days, who will review the matter within the same timeframe.

8. Final Decision:

The President will confirm or vary the decision in writing within 5 school days, marking the end of the Institution's Dispute Resolution Process.

9. External Complaint:

If still dissatisfied, students may file a complaint with the Private Training Institutions Branch (PTIB) if they believe they have been misled by the institution.



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Grade Appeal Policy

Procedure for Grade Appeal:

1. Initial Appeal:

Students dissatisfied with a grade should first discuss it with the instructor, providing evidence for a higher grade.

2. Appeal to Senior Educational Administrator:

If unsatisfied, the student can submit a written appeal to the Senior Educational Administrator.

3. Reassessment:

The Senior Educational Administrator will obtain the assignment/test, and another instructor will reassess it. If a higher grade is warranted, it will be assigned; otherwise, the original grade stands.

4. Final Decision:

The grade will be considered final and cannot be appealed after this process. Decisions will be communicated within 30 school days of ACE Community College receiving the written complaint.