#101-102,9486-120St, Surrey , BC V3V 4B9
604-603-ACE1(2231)
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Grade Appeal Policy	2025-09-17
Name of Policy	Implementation Date
Supneet Chawla, Senior Education Administrator **Oshin Charly, Program Coordinator**	2025-09-17
Position(s) Responsible	Date of Last Revision

ACE Community College provides an opportunity for students to appeal grades in a fair and equitable manner. All concerns relating to a student's grades shall be directed in writing to the Senior Education Administrator (Supneet Chawla, schawla@acecollegecanada.com) or Program Coordinator (Oshin Charly, support@acecollegecanada.com). Concerns may be brought by staff or instructors.

The policy applies to all College students who are currently enrolled or were enrolled 30 days prior to submitting a notice of grade appeal to his/her Instructor.

Procedure for Grade Appeal:

1. If a student is not satisfied with a grade assessed on an assignment or test, the student must provide a written statement of their concerns to the Instructor who assessed the grade within 5 days of the grade assessment. The statement should set out the reasons for disputing the grade and include copies of any relevant evidence the student wishes to submit and have considered. Please note, grades will not be adjusted for compassionate reasons or unexcused absences.

2. The instructor will reconsider or remark the assignment/test based on the criteria of the assignment/test and will provide the student with a written determination, setting out the reasons which led to both the original grade and any re-marked grade, if applicable. Instructors are to provide students with their determination within 3 business days of receipt of the student's grade appeal statement.

3. If the student is still not satisfied with the Instructor's determination, the student should submit a formal written grade appeal, together with all relevant supporting documents, to Senior Education Administrator and/or Program Coordinator within 3 business days.

4. Upon receipt of the written grade appeal, the Senior Education Administrator and/or Program Coordinator will meet with the student to review the original assignment/test and all relevant supporting documentation (including the written determination of the Instructor). The CSenior Education Administrator and/or Program Coordinator may also meet with the Instructor to conduct a re-marking of the assignment/test.

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5. The decision of the Senior Education Administrator and/or Program Coordinator will be provided to the student in writing within 3 business days of receipt of the written complaint by the Senior Education Administrator and/or Program Coordinator. All decisions of the Senior Education Administrator and/or Program Coordinator with respect to the grade appeal will be considered final.