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| Academic Grievance Procedure | | | |
| Effective Date | April 25, 2024 | Procedure Type | Academic |
| Responsibility | Provost and Vice-President Academic | Parent Policy | Student Rights and Responsibilities Policy |
| Approver | Deans’ Council | Appendices | Appendix 1: Student Complaint Form  Appendix 2: Student Rights and Responsibilities Committee |
| Review Schedule | As needed |

# **Purpose**

# The purpose of this procedure is to outline the process of an academic grievance.

1. **Academic Grievance Procedure**
   1. Informal Discussion with the Academic Staff/Supervisor: If a student feels that Academic Staff’s grading procedures or instructional activities are adversely affecting the student’s academic standing, the student should approach the Academic Staff/Supervisor to resolve the situation causing the concern.
   2. Submit a Student Complaint Form: If the informal method for resolving the situation does not succeed or the student is not comfortable approaching the Academic Staff/Supervisor, the student will complete the Student Complaint Form and submit it to the Department Chairperson no later than 30 days after the end of the academic term in which the alleged academic grievance occurred.
   3. Review by the Department Chairperson: The Department Chairperson will normally meet informally with the student and the Academic Staff/Supervisor (with permission of the student) to facilitate a timely resolution to the issue at this step.
   4. Formal submission to the Student Rights and Responsibilities Committee: If the review by the Chairperson fails to resolve the issue, the student may request a formal hearing by delivering the Student Complaint Form to the Dean of the program no later than 30 days after the end of the academic term in which the alleged academic grievance occurred.
      1. The Student Rights and Responsibilities Committee will follow the procedures outlined in Appendix 2.

# **Appendix 1: Student Complaint Form**

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| **STUDENT COMPLAINT FORM**  ***STUDENTS RIGHTS AND RESPONSIBILITIES POLICY*** |

**All students will be notified within two (2) business days that a complaint has been received.**

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| --- | --- | --- | --- | --- | --- |
| **Last Name** | **First Name** | | **Student ID** | | **Today’s Date** (MM-DD-YYY) |
| Enter Last Name | Enter First Name | | Enter Student ID#. | | Click or tap to enter a date. |
| **Phone** | | **Phone 2** | | **Email** | |
| Enter phone number. | | Enter alternate phone number. | | Enter email. | |

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| **Nature of Complaint** | |
|  | Student Rights Violation: Please specify the student right(s) being violated. |
|  | Academic Grievance: Please specify course name. |
|  | Academic Misconduct Decision Appeal |
|  | Non-Academic Misconduct Decision Appeal |

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| Students are encouraged to discuss their concerns and complaints via informal conferences with the appropriate administrator or Academic Staff member. | |
| Have you attempted to resolve your complaint?  Yes  No | |
| If yes, please provide any evidence of resolutions steps (include dates, times, names, etc.):  Click or tap here to enter text. | |
| Summarize the nature of your complaint using factual information in your narrative. You may attach an additional sheet of paper if needed:  Click or tap here to enter text. | |
| Specify the outcome being sought:  Click or tap here to enter text. | |
| Should you have any additional comments, please attach a separate sheet to this form. | |
| ***I hereby declare the information on this form is correct, true, and complete to the best of my knowledge. I understand that any misrepresentation of the information may result in disciplinary action in accordance with the Student Rights and Responsibilities Policy.*** | |
| Student Signature: | Date: Click or tap to enter a date. |

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| **For Office Use** | |
| Processed by: Click or tap here to enter text. | Date: Click or tap to enter a date. |
| Action Taken/Notes: Click or tap here to enter text. | |

# **Appendix 2: Student Rights and Responsibilities Committee**

1. **Purpose**
   1. The purpose of the Student Rights and Responsibilities Committee is to hear matters affecting the rights and responsibilities of a student, including Academic Grievances, Academic Misconduct Decision Appeals, and Non-Academic Misconduct Decision Appeals. The committee does not participate in matters of student rights violations.
   2. The Committee will draft a recommendation to uphold or reverse the decision and provide the Registrar with a copy.
2. **Membership**
   1. The Committee shall normally consist of five persons with an annual membership and a rotating Dean based on the division of the hearing:
      1. The Chair of the Committee shall normally be a Dean nominated by the Provost and Vice-President Academic;
      2. Two academic staff members, one selected by the Academic Staff Association and one nominated by the Provost and Vice-President Academic;
      3. Two student representatives, one selected from the Students’ Association membership at large and one nominated by the Provost and Vice-President Academic.
   2. Members of the Committee may disqualify themselves from deliberating on an issue if there are concerns about perception of bias, or if they have been involved with the issue prior to this step. Another member from the same constituency is named as a replacement.
3. **Operation**
   1. The quorum of the Student Rights and Responsibilities Committee is five.
   2. Three affirmative votes are required to uphold the decision of the Committee. All Committee members, including the Chair of the Committee, must vote.
4. **Term**
   1. The term of the Student Rights and Responsibilities Committee will be for one academic year.
5. **Jurisdiction of the Committee**
   1. The Student Rights and Responsibilities Committee shall hear and determine outcomes for grievances affecting the rights and responsibilities of a student, including Academic Grievances, Academic Misconduct Grievances, and Non-Academic Misconduct Grievances. The committee does not participate in matters of student rights violations.
   2. The Student Rights and Responsibilities Committee shall have no jurisdiction to hear a grievance unless the procedures outlined in the student rights and responsibilities have been followed. The informal procedures may include seeking resolution under related policies.
   3. The Committee has the right to request any Polytechnic employee or student to appear.
   4. All business of the Committee shall be conducted confidentially.
6. **Procedure**
   1. Upon receipt of a Student Complaint Form, the Dean, within five (5) business days, ensures that a Student Rights and Responsibilities Committee is formed.
   2. The Student Rights and Responsibilities Committee will meet to consider the issue presented and will strive to conclude the issue within a reasonable timeframe.
   3. Both the appellant and the respondent will be given opportunity to state their case. The Student Rights and Responsibilities Committee will invite anyone they deem necessary to present information. Written submissions or teleconference participation may be acceptable.
   4. Upon conclusion of their deliberation, the Student Rights and Responsibilities Committee shall prepare a brief summary of the information presented to it, the recommendation of the Committee, and the reasons for the recommendation. The summary and recommendation shall be signed by the Chair of the Committee and normally delivered to the appellant and respondent within five (5) business days of the conclusion of the hearing with a copy to the Registrar and Provost and Vice President Academic. The Chair of the Student Rights and Responsibilities Committee will oversee the implementation of recommendations.
      1. The recommendation of the Students Rights and Responsibilities Committee may be appealed by either party to the Provost and Vice-President Academic on the grounds of procedural error on the part of the committee, or bias or discrimination against either party on the part of the Student Rights and Responsibilities Committee.
      2. The decision of the Provost and Vice-President Academic shall be final and binding.
7. **Records Management**
   1. The Student Rights and Responsibilities Committee and the Registrar will create and maintain, In confidence, the record of proceedings and outcomes. The records will be stored/destroyed as per the Records Management Policy of the Polytechnic.