



APPEALS PROCEDURE

Objectives

Alexander London College is committed to providing high-quality education and to approach all academic matters with the principles of fairness, respect and honesty. The objective of the Appeals Policy is to enable all students to raise appeal against the decisions when dissatisfied with their educational experience.

The terms outlined in this policy ensure that the academic complaints and appeals process is conducted impartially, transparently and in a timely manner.

Scope

The Appeals Policy addresses all students and faculty of Alexander London College.

Exclusions

There are no exclusions to this policy.

Definitions

Academic Complaints

This policy concerns the handling of complaints regarding matters related to academic instruction or grading. It does not include concerns regarding non-academic complaints.

Non-academic Complaints

Alexander London College differentiates between academic and non-academic complaints, which involve services, facilities and resources provided by the College. Non-academic complaints are addressed in the Student Non-academic Complaints Policy.

Requesting an Appeal

The following directives guide the appeal procedure.

Upon receipt of the decision on his or her grade revision request, the student may appeal the decision if the student can provide evidence that he or she was the subject of a procedural defect or present new evidence of an inaccurate assessment.

For the appeal to be processed, the student must submit a written request to the Head of Academic/or Principal, or in the situation where the Academic Dean is absent or referred to in the complaint, the written request is to be directed to the Campus Director, within 10 days following the date on the written notice of the decision, unless there are extenuating circumstances.

The investigation will be completed and the appropriate resolution decided upon as soon as possible (within 15 days after a formal written complaint is made, unless a longer period is appropriate in the circumstances in which case the complainant will be notified of the proposed time frame).

In the course of the investigation of an appeal, the person(s) handling the appeal will:

- review the complainant's justification for the appeal and the previous proceedings to ensure that all previous procedures have been conducted efficiently and in compliance with this Policy and applicable laws;
- give notice to the senior administrators if the appeal is warranted and if a re-mark of the student's work should take place; or
- give notice that the appeal has not been upheld to the senior administrator(s), in which case the decision of the person(s) handling the appeal is final and cannot be appealed further; during and subsequent to the hearing, advises the complainant in writing of the re-mark of the student's work; select one or two faculty members having no previous exposure to the complaint from the same discipline who will re-mark the assignment based on the grading criteria used by the faculty member who initially graded the work; give notice of the investigative findings to the complainant, the respondent and the senior administrator(s). The decision is final and cannot be appealed further;
- request the Academic Dean to authorize a change in the grade, if warranted. The initial grade may be maintained, raised or lowered. The decision is final and cannot be appealed further;

When the investigation is complete, the person handling the appeal provides a written summary of the decision to the complainant and the faculty member concerned and lodges a confidential record of the investigative proceedings.