

GRADE APPEAL PROCEDURE

Procedure Section:	Student & Academic Support Services	Effective Date:	September 18, 2025
Policy Owner:	Vice President Academic & Student Experience	Last Revised:	September 18, 2025
Policy Administrator:	Registrar	Review Scheduled:	Every 4 years
Approver:	Deans' Council Academic Council		
The official controlled version of this document is held with the Legislative Compliance / Policy & Procedure Coordinator.			

A. PROCEDURES

The purpose of this procedure is to outline the procedural steps for a student grade appeal.

1. PROCEDURAL FAIRNESS

- 1.1 Appeals must meet at least one of the grounds listed in paragraph 1.6 of the Grade Appeal Policy.
- 1.2 Students may request assistance or accommodations throughout the appeal process in accordance with the *Student Academic Accommodations Policy and Procedure*.
- 1.3 Students and/or instructors may seek out assistance from the SAKC, KCFA, and/or a Support Person as they go through the appeal process. A Support Person can be present for consultation and support, but they cannot answer on behalf of the student and/or instructor, and they cannot act in a legal capacity.
- 1.4 All parties involved in the appeal process are expected to maintain confidentiality regarding the appeal.
- 1.5 All efforts must be made to adhere to the timelines outlined in this procedure. Exceptions may be granted by the Chair, Associate Dean, and/or Dean in exceptional circumstances.
- 1.6 The assigned grade stands throughout the appeal process.

2. INFORMAL RESOLUTION

- 2.1 Students must initiate a grade appeal in writing to the course instructor and include any relevant documentation or evidence (i.e. graded work, syllabus, etc.).
- 2.2 The student must identify one or more of the grounds upon which the appeal is based.
- 2.3 Students must adhere to the following timelines:

- a. For term evaluation results, students must initiate a grade appeal within 7 business days from the time the course Instructor releases the results.
- b. For final grades, students must initiate a grade appeal within 10 business days from the course end date.

2.4 Instructors shall respond within 2 business days.

2.5 Both parties are expected to make every reasonable attempt to resolve the matter at this stage.

2.6 In the case that informal resolution is not successful, or if the student does not feel comfortable discussing the matter with the instructor, students may proceed with a formal appeal.

2.7 Appeals related to practicum or clinical grades must go directly to a formal appeal.

3. FORMAL APPEAL

3.1 If an informal resolution is unsuccessful, the student may file a formal appeal within 2 business days of receipt of the Instructor's decision.

3.2 Students must make a formal appeal in writing to the applicable Chair. Such an appeal must identify clearly the ground(s) for the appeal and supporting evidence.

- a. Upon hearing from both parties, the Chair shall provide a written response to both the student and the Instructor within 2 business days.

3.3 If the student remains dissatisfied with the outcome, a written appeal may be submitted to the Associate Dean within 2 business days of receipt of the Chair's decision.

- a. After review, the Associate Dean will provide a decision in writing to all parties within 3 business days.

3.4 If the student remains dissatisfied with the outcome, a written appeal may be submitted to the Dean within 2 business days of receipt of the Associate Dean's decision.

- a. After review, the Dean may provide a decision in writing to all parties within 5 business days. This decision is final with no further appeal.

- b. Upon discretion of the Dean, an Appeal Hearing Panel may be formed.
 - i. Practicum and Clinical appeals are not eligible for an Appeal Hearing Panel.
 - ii. The Appeal Hearing Panel will be comprised of the Dean, a representative of the Student Association of Keyano College, and a representative of the Keyano College Faculty Association.

- iii. Members of the Appeal Hearing Panel will declare any real or perceived conflicts of interest.
- iv. Individuals involved in the original appeal decision will be excluded from appointment to the Appeal Hearing Panel.
- v. A hearing may proceed in writing, orally in person, or remotely via an online platform. The time and date of which will be decided by the Appeal Hearing Panel.
- vi. The student shall provide in writing the grounds of the appeal, evidence, and any supporting documentation. The student will submit these to the Appeal Hearing Panel no later than 5 business days prior to the scheduled hearing.
- vii. The Instructor shall provide in writing a response to the appeal, evidence and any supporting documentation. The Instructor will submit these to the Appeal Hearing Panel no later than 5 business days prior to the scheduled hearing.
- viii. Hearings are not held in public and shall not be audio/video recorded.
- ix. All parties shall maintain confidentiality regarding the proceedings.
- x. After both the student and the Instructor have presented their case, the Appeal Hearing Panel shall deliberate in private.
- xi. A decision by the Appeal Hearing Panel shall be made by consensus. If consensus cannot be reached, a decision shall be made by majority vote.
- xii. The Dean will communicate the Appeal Hearing Panel's decision, in writing, within 5 business days of the deliberations.
- xiii. Decisions of the Appeal Hearing Panel are final with no further appeal.

4. Records Management and Confidentiality

- 4.1 All parties shall maintain confidentiality regarding the proceedings and records handling in accordance with the Freedom of Information and Protection of Privacy Act (or Protection of Privacy Act).
- 4.2 All records will be retained in accordance with the College's Records Classification and Retention schedule.
- 4.3 The College may consider past appeal information and outcomes as a part of any new appeal reviews.
- 4.4 Aggregated information on grade appeals may be done without including any identifying information.

B. DEFINITIONS

(1)	Appeal Hearing Panel:	means a group of people assigned to review and hear evidence about the grade appeal and make a recommendation about the appeal.
(2)	College:	means Keyano College.
(3)	Grade:	means a letter, designation, or percentile indicating a degree of cumulative achievement for any educational work in a College course which may be comprised of multiple evaluation tools recorded by the Office of the Registrar.
(4)	KCFA:	means the Keyano College Faculty Association
(5)	Policy:	means the Grade Appeal Policy.
(6)	SAKC:	means the Student Association of Keyano College.
(7)	Student:	means an individual who is formally admitted to and/or Repeating Course Policy registered in a course, program, or learning activity offered by the College. A student may be full-time or part-time, domestic, or international, and may be enrolled in credit or non-credit courses.
(8)	Support Person:	means a person who may provide personal, moral, and emotional support while accompanying the student or instructor throughout the appeal process. Individuals who may be a support person include an association/union representative, legal counsel, an elder, a traditional knowledge keeper, a peer, or a family member.

C. RELATED LEGISLATION

- *Post-secondary Learning Act*

D. RELATED DOCUMENTS

- Academic Standing Policy & Procedure
- Credit Program Grading Policy & Procedure
- Grade Appeal-Process Flowchart (Appendix A below)
- Non-Academic Misconduct Policy & Procedure
- Student Academic Accommodations Policy & Procedure
- Student Rights Policy

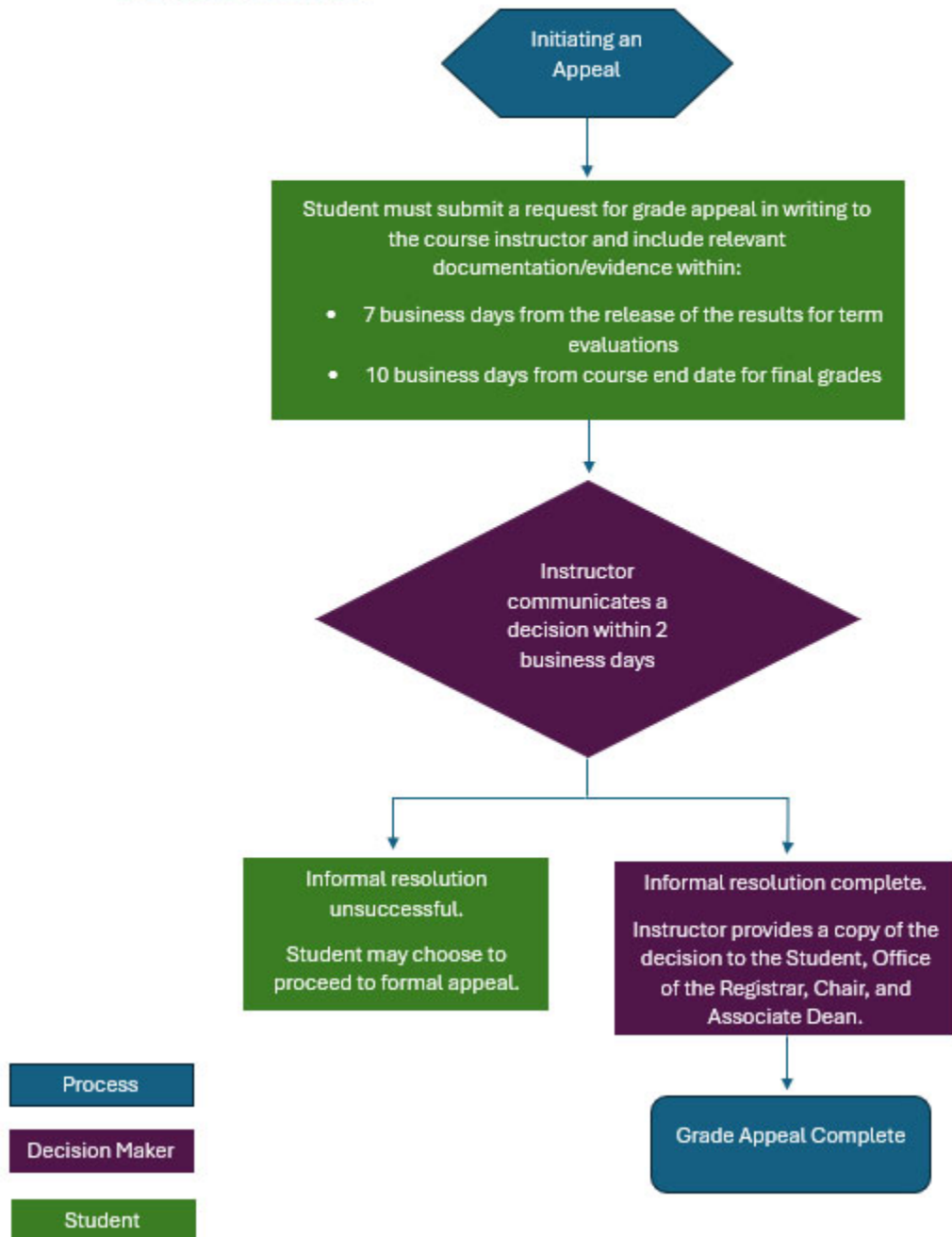
E. REVISION HISTORY

Date (mm/dd/yyyy)	Description of Change	Sections	Person who Entered Revision (Position Title)	Person who Authorized Revision (Position Title)
09/18/2025	New Procedure.		Associate Dean, Academic Upgrading & Global Access	Dean, School of Business, University Studies and Academic Upgrading

APPENDIX A

Grade Appeal Process

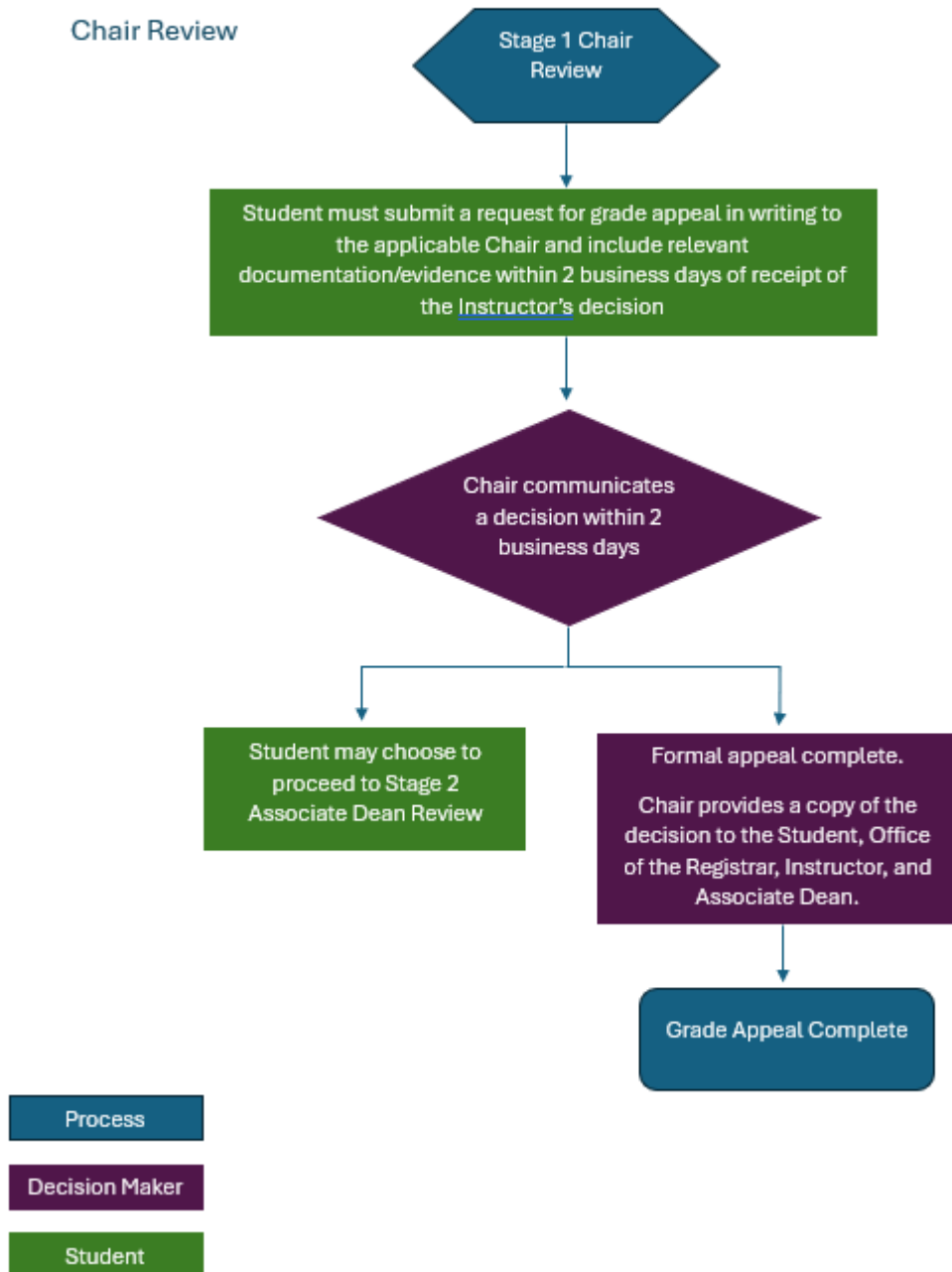
Informal Resolution



Grade Appeal Process

Formal Appeal Stage 1

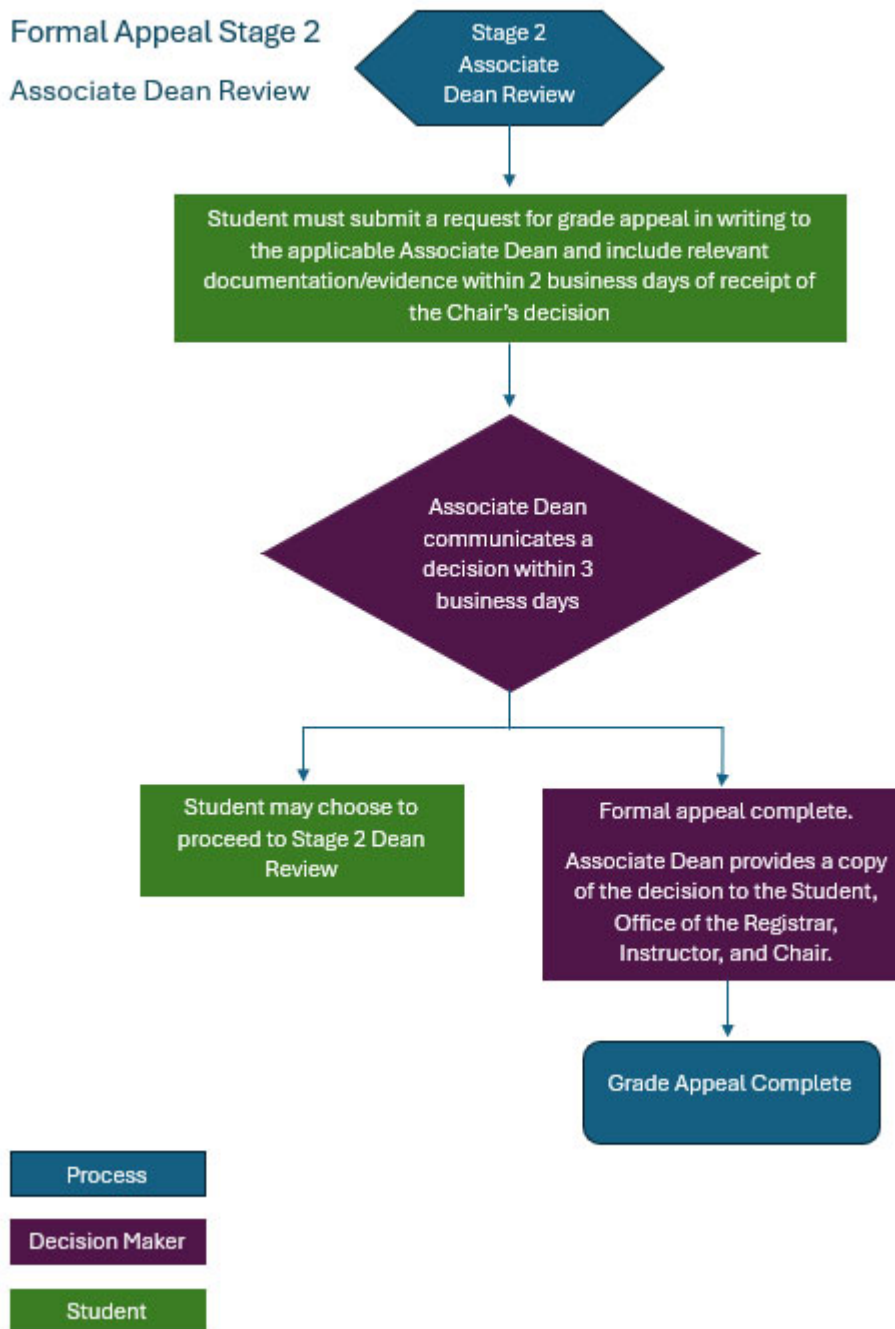
Chair Review



Grade Appeal Process

Formal Appeal Stage 2

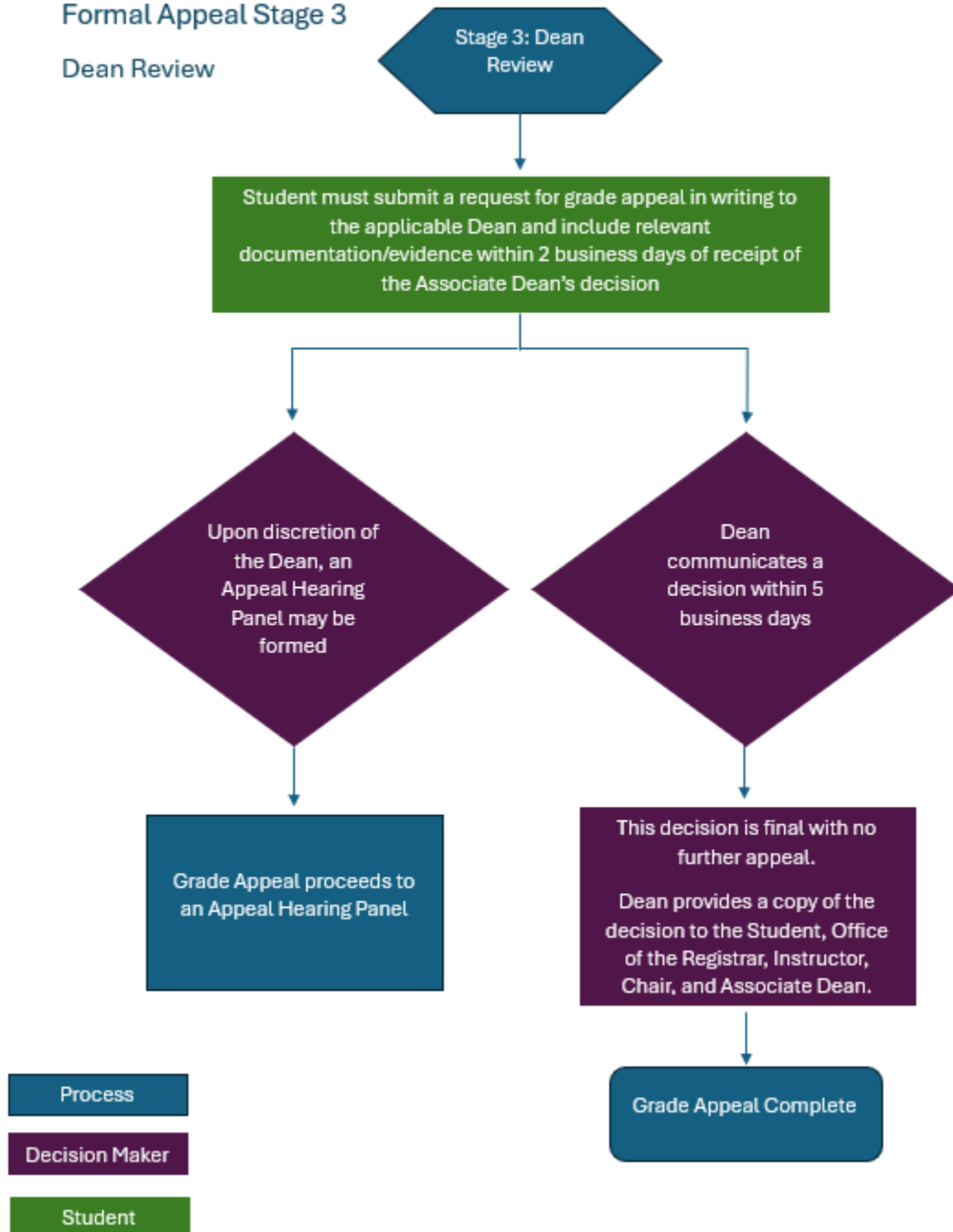
Associate Dean Review



Grade Appeal Process

Formal Appeal Stage 3

Dean Review



Grade Appeal Process

Formal Appeal Stage 4

Appeal Hearing Panel

