

APPEAL POLICY

Date Policy Written or Last Modified: July 2023

Position(s) Responsible for Administering this Policy: Faculty, Student Success Coordinator, Managers

This policy is intended to address academic matters (during theory, labs, practice education, and/or clinical practice) such as grades, academic misconduct, program dismissal, and/or other academic outcomes based on academic, attendance, or behavioral grounds.

Informal Appeal

If you believe you have received an academic outcome or consequence that was unjust, you are first required to seek informal resolution by presenting your case to the appropriate Stenberg College Official¹. This must be submitted in writing (via email) and must include your desired outcome and supporting documentation, if applicable. Your informal appeal must be submitted within 72 hours of receiving the academic outcome that you wish to appeal. Informal appeals received past the 72-hour timeframe are not eligible for consideration.

The Stenberg College Official, in consultation with members of other applicable departments, will review your informal appeal and make an informed decision to either:

- a) Deny your appeal and the original outcome will stand, or;
- b) Adjust the original outcome based on the documentation/information provided, or;
- c) Offer you an additional opportunity to demonstrate competency.

The outcome of your informal appeal will be provided to you in writing (via email) within 5 business days of receiving it.

Formal Appeal

Students are first required to seek informal resolution via the *Informal Appeal* policy. If you believe that the outcome of your Informal Appeal was incorrect, you may put forward a *Formal Appeal* if you have **academic evidence** that supports your claim(s).

You are limited to specific grounds for a Formal Appeal. If you simply disagree with the Stenberg College Official's judgment about the academic quality of your work or your performance, this does not constitute valid grounds for a Formal Appeal.

Formal Appeals can only be considered in **extraordinary circumstances**, which are confined to either:

- 1) Clerical error by a Stenberg College Official when issuing the original academic outcome.
- 2) Clear or apparent major injustice by a Stenberg College Official due to "arbitrary and/or inconsistent" evaluation of your performance.

If you meet the criteria of an extraordinary circumstance, you must follow the process below to submit a Formal Appeal:

¹ This refers to the staff or faculty member who issued the initial academic outcome.

- 1) Within **24 hours** of receiving the outcome of your Informal Appeal, you must inform your Student Success Coordinator, or the appropriate Stenberg College Official, that you wish to formally appeal.
- 2) Your Student Success Coordinator, or another Stenberg College Official, will provide you with a “Formal Appeal Package” that you must complete and submit within **five (5) business days**. Note that your appeal will be ineligible and automatically denied if:
 - a) Your appeal package is not received within five (5) business days, or;
 - b) Your appeal does not meet the criteria of an extraordinary circumstance, or;
 - c) Any elements of your Formal Appeal Package are incomplete.
- 3) Once received, your case will be opened as a **Level 1 Formal Appeal**, and you will be permitted to attend classes and complete coursework while an investigation takes place. However, you may not be permitted to attend clinical/practicum days. All Student Handbook policies will continue to apply during this time.
- 4) A Stenberg College Official will conduct an investigation of your appeal and present the results, along with your academic evidence, to a Level 1 Formal Appeals Committee. This Committee will consist of:
 - a) A subject-matter expert in your field of study, and;
 - b) Stenberg College staff or faculty members that are not directly connected to the academic outcome you received, and;
 - c) An odd number of members for voting purposes.
- 5) Within **seven (7) business days** of receiving your appeal package, the Committee will determine whether your claims are substantiated and make a decision to either grant or deny your appeal. This decision will be communicated to you in writing via email. Note: the Stenberg College Official who conducted the initial investigation will not be involved in the Committee’s decision.
 - a) If your appeal is granted, any additional terms and requirements will be outlined in the written response.
 - b) If your appeal is denied, your initial academic outcome will stand.

If you wish to pursue the matter further after receiving the initial decision, you must have **new academic evidence** and follow the process below:

- 1) In response to your initial formal appeal, you must provide your new evidence via email within **two (2) business days** of receiving the Committee’s decision. Note that this will be ineligible for review if:
 - a) Your new evidence is not received within two (2) business days, or;
 - b) You have not provided any new academic evidence.
- 2) Once received, your case will be opened as a **Level 2 Formal Appeal**, and you will be permitted to attend classes and complete coursework while further investigation takes place. However, you may not be permitted to attend clinical/practicum days. All Student Handbook policies will continue to apply during this time.
- 3) A Stenberg College Official will review your new academic evidence and present it to a Level 2 Formal Appeals Committee, consisting of new members.
- 4) Within **seven (7) business days** of receiving your new evidence, the Committee will determine whether your claims are substantiated and make a decision to either keep or change the original appeal outcome. This decision will be communicated to you in writing via email, and the matter will be considered closed.

You can withdraw your appeal at any stage of the appeal process. If you withdraw the appeal, the matter will be considered closed, and no further appeal will be permitted with respect to the same matter.

All communications, documentation and evidence related to your appeal(s) will be placed in the Stenberg College Formal Appeals file, and copies will also be placed in your student file.

If a student is dissatisfied with the determination and feels they have been misled by the institution regarding any significant aspect of their program, they may file a complaint with the Private Training Institutions Branch (www.privatetraininginstitutions.gov.bc.ca).