



# DISPUTE RESOLUTION & GRADE APPEAL POLICY

## Policy:

Sprott Shaw Language College (SSLC) is committed to impartial and nondiscriminatory treatment of all our students and provides an opportunity for students to resolve disputes of a serious nature and grade appeals in a fair, reasonable and equitable manner. This policy applies to all SSLC students who are currently enrolled or were enrolled 6 months prior to the submission of their concern to the Academic Manager or Director. Students will not be subject to any form of retaliation as a result of filing a complaint.

## Procedure for Student Disputes:

1. When a concern arises, the student should first attempt to address the concern with the individual most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing.
2. **All student complaints must be made in writing.** An advisor or staff member or person of the student's choice may help them write the complaint, so long as the student agrees and signs the written complaint.
3. The student must provide the written complaint to the Academic Manager or the Director, who is responsible for making determinations in respect of complaints. If the Academic Manager and the Director are both absent or are named in the complaint, the student must provide the complaint to the Executive Director.
4. The Academic Manager or the Director will arrange to meet with the student to discuss the concern and desired resolution as soon as possible but within five (5) school days of receiving the student's written concern.
  - a. Following the meeting with the student, the Academic Manager or the Director will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those enquiries may involve further discussion with the student either individually or with appropriate SSLC personnel. All communications must be in writing.
5. The necessary enquiries and/or investigations shall be completed, and a response provided in writing to all involved as soon as possible but no later than ten (10) school days following the receipt of the student's written concerns.
  - a. If it is determined that the student's concerns are not substantiated, SSLC will provide a written explanation of the decision and deny the complaint; or
  - b. If it is determined that the student's concerns are substantiated in whole or in part, SSLC will propose a resolution.
6. The response must specify that the student will have five (5) school days to appeal the decision.
7. A copy of the decision and all supporting materials shall be given to the student, a copy will be placed in SSLC's Student Complaint File, and the original will be placed in the student file.
8. If the student is not satisfied with the determination of the Academic Manager or Director, the student must advise the Academic Manager or Director, as soon as possible but within five (5) school days of being informed of the determination. The Academic Manager or Director will immediately refer the matter to the Executive Director.
  - a. The Executive Director will review the matter and if necessary, may meet with the student as soon as possible but within five (5) school days of receipt of the student's appeal.
  - b. The original decision will either be confirmed or varied by the Executive Director in writing within five (5) school days after receipt of the student's appeal or, if a meeting with the student occurred, within five (5) days of that meeting. At this point, the SSLC's dispute resolution process will be considered exhausted.
9. At any point during this process, the student making the complaint may be represented by an agent or a lawyer.
10. If the student is dissatisfied with the result and feels that he or she has been misled by the Institution, he or she may file a complaint with **Languages Canada**. If the student is or was enrolled in an *approved program*, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the **Private Training Institutions Branch (PTIB)** ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)).

## Procedure for Grade Appeal:

1. If a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted he or she should discuss with his or her instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.
2. If the student is not satisfied with the outcome of his or her appeal to the instructor, he or she should submit a written appeal to the Academic Manager or Director.
3. The Academic Manager or Director will obtain a copy of the assignment/test in question from the instructor and will have another instructor re-assess the test.
4. If the student achieves a higher grade on re-assessment, the higher grade will be assigned to the student. If the student achieves a lower grade on re-assessment, the original grade will be retained.
5. The grade will be considered final and cannot be appealed.
6. The decisions on the grade appeal will be provided to students within thirty (30) school days of SSLC's receipt of the written appeal.