



DISPUTE RESOLUTION & GRADE APPEAL POLICY

POLICY:

Vancouver International College Career Campus (VIC-CC) 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 grades appeals in a fair, reasonable and equitable manner. The policy applies to all VIC-CC students who are currently enrolled or were enrolled 6 months prior to the submission of their concern to the Program Coordinator or Director, if the Program Coordinator is unavailable.

PROCEDURE FOR STUDENT DISPUTES:

1. At any point during this process, the student making the complaint may be represented by an agent or a lawyer.
2. 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 and deliver it to the Program Coordinator or Director.
3. The Program Coordinator or Director will arrange to meet with the student to discuss the concern and desired resolution as soon as possible but within five school days of receiving the student's written concern.
4. Following the meeting with the student, the Program Coordinator or 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(s) with the student either individually or with appropriate VIC-CC 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 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, VIC-CC 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, VIC-CC will propose a resolution.
6. The response must specify that the student will have five school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student, a copy will be placed in VIC-CC's Student Complaint File, and the original will be placed in the student file.
7. If the student is not satisfied with the determination of the Program Coordinator or Director, the student must advise the Program Coordinator or Director, as soon as possible but within five school days of being informed of the determination. The Program Coordinator will immediately refer the matter to the Director of VIC-CC.
8. The Director will review the matter and if necessary, may meet with the student as soon as possible but within five school days of receipt of the student's appeal.
9. The original decision will either be confirmed or varied by the Director in writing within five school days after receipt of the student's appeal or, if a meeting with the student occurred, within five days of that meeting. At this point the VIC-CC's dispute resolution process will be considered exhausted.

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/she should discuss with his/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/her appeal to the instructor, he/she should submit a written appeal to the Program coordinator or director.
3. The program coordinator 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 30 school days of vic-cc's receipt of the written appeal.