

Royal Bridge College Grade Appeal Policy

Royal Bridge College

Name of Institution

04308

Institution Number

Grade Appeal Policy

Name of Policy

September 1, 2021

Effective Date

September 1, 2024

Revision Date

Grade Appeal Policy

Grade Appeal Policy applies to all Royal Bridge College students currently enrolled or were enrolled 30 days prior to the submitting their concern in writing to the Senior Educational Administrator (SEA) of the institution.

The process by which a student may appeal a grade received in a course at Royal Bridge College is as follows:

- Initially, the student should address the concern regarding grades with his/her instructor directly. If the student is not satisfied with the outcome at this level, he/she should put his/her concern(s) in writing addressed to the SEA and deliver to the front desk of the college. In case the SEA is not available concerns should be addressed to the Associate Campus Director.
- The SEA will discuss the concern(s) with the student to find a possible solution as soon as possible. This process should not take more than five business days after receiving the student's written concern.
- If needed, the necessary enquiries will be completed by the SEA and a written response will be provided to all the parties involved as soon as possible but no later than ten business days following the receipt of the student's written concerns. The possible outcome can be:
 - a. If concerns are not substantiated, the college will deny the request for appeal and will provide a written explanation; or
 - b. If concerns are substantiated, whole or in-part, the college will propose a resolution.

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- i.* One copy of the decision and all supporting materials will be given to the student, one copy will be placed in the college's Dispute Resolution File, and the original will be placed in the student file.
- If the student is not satisfied with the determination of the SEA, the student must appeal to the Campus Director in writing within five business days of being informed of the SEA's determination.
- The Campus Director will review the matter and if needed, he/she will meet the student and related parties as soon as possible but within five business days of receipt of the student's appeal.
- The original decision will either be confirmed or denied by the Campus Director in writing within five business days after meeting the student and related party. At this point the college's grade appeal process will be considered completed.

Procedure for Grade Appeal

- For grade appeal, a student should discuss the issue with his/her instructor. The instructor may reconsider the grade and, if warranted, assign a different grade.
- 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 SEA.
- The SEA will collect evidence of assignment or test(s) etc. in question from the instructor and will have another instructor to conduct a review.
- If the student would achieve a higher grade on re-assessment, the higher grade will be assigned to the student. If the student achieves a lower grade on review, the original grade will be retained.
- At this stage, the grade will be considered final and cannot be appealed further.
- A copy of decision will be provided to students within 30 business days of receipt of the written complaint.
- Thus, grade appeal process is completed.