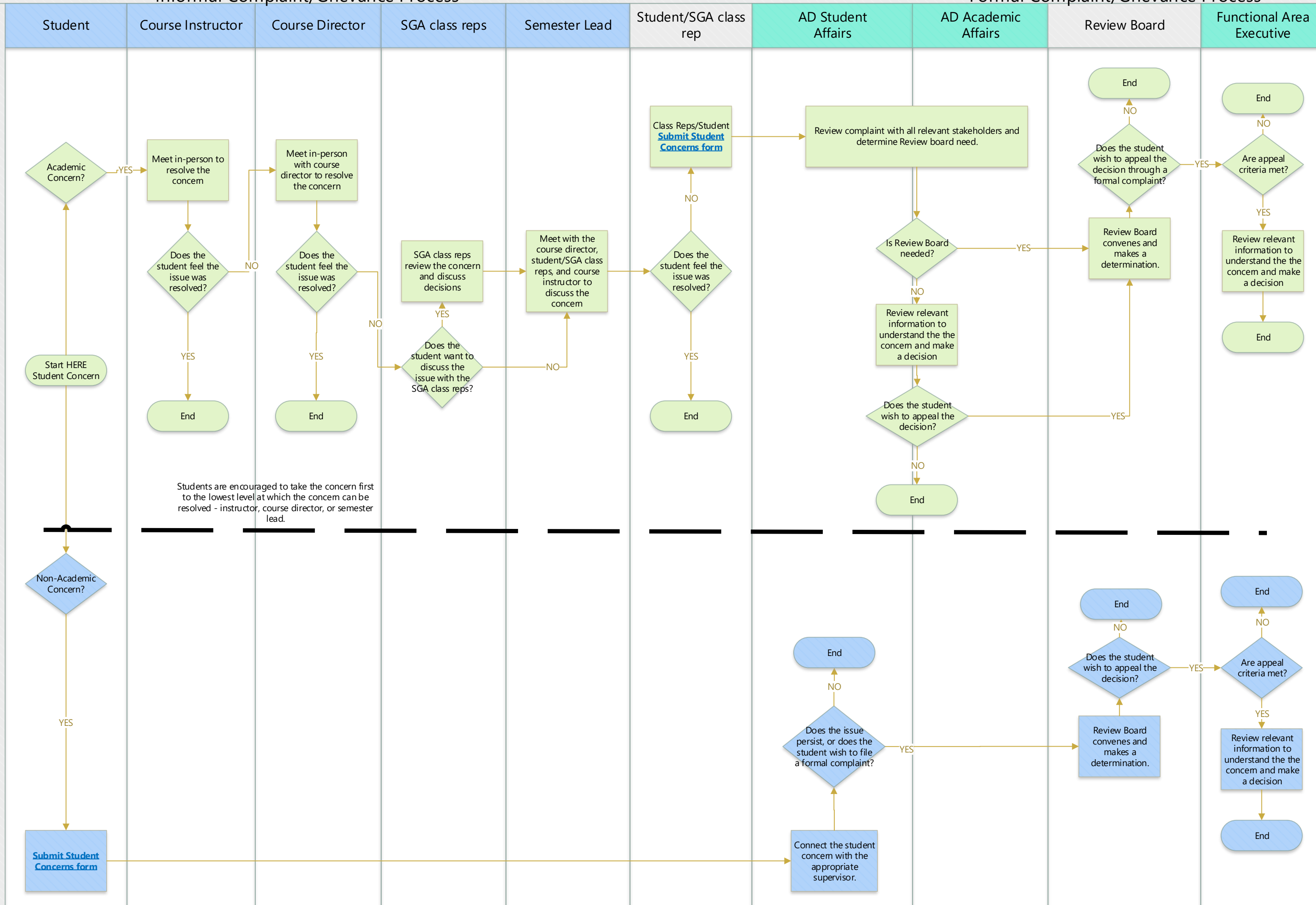


Informal Complaint/Grievance Process

Formal Complaint/Grievance Process



Academic Complaint:
A complaint about a decision, act or omission by a member of the University staff that affects a student's academic experience or grade.

- Examples:
1. Not adhering to academic policies.
 2. Not adhering to University assessment or examination requirements; changing the grading scheme without approval protocol.
 3. Not following protocol for handling student requests, academic appeals or academic complaints.

Appeal Criteria

1. There is new evidence that was unavailable at the time of the original investigation that would affect the outcome of the original decision.

2. There were procedural irregularities in the process that affected the outcome.

3. The Final Determination from the Review was not reasonable based on the evidence compiled during the investigation.

Non-Academic Complaint:
Regarding matters which are the responsibility of the University, but do not directly relate to a student's program of study, its associated academic facilities nor to an academic result such as marks.

- Examples:
1. University housing;
 2. University cafeteria;
 3. Library Services;
 4. Academic/Learning Support Services;
 5. Wellness Service;
 6. Behavior of fellow students in the University,
 7. Treatment by faculty,