

# 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:

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