

# ACADEMIC GRIEVANCE POLICY

## 1. Policy

Hanson College of Business Health and Technology (hereinafter 'Hanson') strives to ensure that its academic decisions are fair and equitable for all students. Fundamental to this objective is the right to appeal academic decisions. Academic Grievance is the process that provides students with a formal and objective forum for voicing their differences and complaints in the interest of having Hanson modify academic decisions other than the awarding of a grade. For appeals relating to final grades, please refer to the Grade Appeal Policy.

Students are encouraged to resolve differences on academic matters more informally through discussion with the several resource people at Hanson. These include faculty and Academic Administrators. The Academic Grievance Policy is not to be considered as an appeals tribunal for other formal conflict resolution mechanisms such as the Grade Appeal Policy, Sexual Violence Policy, or the Student Complaints Policy.

## 2. Membership of the Grievance Committee

2.1. Membership of the Grievance Committee may include the following:

- Two (2) students (complainant is entitled to forgo student representatives, at the sole discretion of the complainant)
- One (1) support staff (financial or IT department), if applicable
- One (1) faculty
- One (1) academic administrator
- One (1) non-academic administrator

2.2. The Academic Administrator will appoint a designated Grievance Committee Chair. Given the importance of the recommendations from this committee, all members or their designates are to be present for meetings to proceed.

## 3. Procedure

3.1. A student alleging unfair or inequitable academic treatment should present his/her case, outside scheduled class time, to the program Academic Administrator or designate within five (5) working days of the event in dispute.

3.2. Students are asked to use the [Incident Report Form](#) to explain their grievances.

3.3. The case should be well-documented, outlining the nature of the problem, the rationale for the disagreement, and the suggested resolution.

3.4. Usually, students will be expected to have tried to resolve their concerns informally before requesting a formal appeal. Upon receipt of a request for a formal appeal, the Academic Administrator will immediately initiate the procedure.

3.5. The Academic Administrator will appoint the Grievance Committee Chair and will ensure all informal channels have been exercised before initiating the formal process.

- 3.6.** The Grievance Committee Chair will appoint and assemble all members of the Grievance Committee.
- 3.7.** The complainant(s), the individual, or academic unit grieved against, and any other concerned individuals will be invited to make presentations to the Grievance Committee.
- 3.8.** The meeting of the Grievance Committee will normally be held as an open meeting.
- 3.9.** Open meetings will require the consent of the complainant and the individual or academic unit being grieved.
- 3.10.** Individuals appearing before the Committee may be accompanied by relevant individuals who can provide support in presenting their case.
- 3.11.** The Committee will respond within ten (10) working days.
- 3.12.** The recommendation will include the reasons for the decision, the facts considered, and further action as necessary.
- 3.13.** The Grievance Committee will be responsible for communicating this information to all parties.