

## APPEALING EDUCATIONAL RECORDS AND DISCIPLINARY ACTIONS

Students have the right to appeal admission, enrolment and grading decisions and actions taken by Academy personnel.

1. The appeal process is to ensure an individual's rights within Academy policies, procedures, and guidelines. Students have the right to just and equitable treatment, and the right to timely decisions based on due and reasonable process.

2. Before filing a formal appeal, students and applicants are expected to consult with staff members directly involved and, if required, with supervisory staff around any concern. Students and staff are encouraged to seek advice to clarify issues and help find a resolution.

3. During the appeal process, students and staff will be assisted in understanding their rights and responsibilities. In an appeal, students may be required to demonstrate any unforeseen circumstance beyond their control, such as a serious medical condition or dire family circumstance, which has resulted in undue hardship.

4. If the informal review decision is unsatisfactory to the student, a request for a formal appeal may be made to the President or designate. This appeal is the final level within the Academy.

5. Timelines:

5.1 What can I appeal?

5.1.1 You may appeal decisions and actions including

- grade assignment
- evaluation and assessment of transfer credits
- assignment of penalties
- Expulsions

5.2 Grade appeals: The Health Care Aide Academy's grade appeals process is as follows:

5.2.1 Contact your instructor to discuss the mark within 30 days of receiving the mark.

5.2.2 Either you or your instructor contacts the Director to have the examination,

5.2.3 Assignment or essay remarked. You must make this request within 30 days of the original complaint.

5.3 Students have 30 days to appeal an issue, and the school will respond within 2 weeks (14 days) of the original appeal date.

- 5.4 If the resolution is not satisfactory to the complainant, either party may appeal the decision. The appeal must be made in writing to a third-party mediator agreed to by the complainant and the President of The Health Care Aide Academy and shall include all appropriate documentation.
6. Students appealing marks may continue to attend classes while awaiting response.
7. The findings and recommendations of the third-party mediator shall be final and binding.

Adopted: May 11, 2021

Reviewed/Revised: Dec 6, 2022 TB, August 26, 2024 TB