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## Pacific Link College

**Dispute Resolution/Grades Appeal Policy**

Name of Policy

**August 1, 2014**

Implementation Date

**Program Head, Campus Coordinator**

Position(s) Responsible

**September 26, 2017**

Date of Last Revision

### **Policy:**

**Pacific Link College** provides an opportunity for students to resolve disputes of a serious nature and grades appeals in a fair and equitable manner.

The policy applies to all Pacific Link College students who are currently enrolled or were enrolled 30 days prior to the submitting their concern to the Program Head.

### **Procedure for Student Disputes:**

1. When a concern arises, the student should address the concern with the individual most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the Campus Coordinator.
2. The Campus Coordinator will arrange to meet with the student to discuss the concern and desired resolution as soon as possible but within five school days of receiving the student's written concern.
3. Following the meeting with the student, the Campus Coordinator will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate Pacific Link College personnel.



4. The necessary enquiries and / or investigations shall be completed and a response provided in writing to all involved as soon as possible but no later than ten school days following the receipt of the student's written concerns. One of the following may happen:
  - a. If it is determined that the student's concerns are not substantiated, the institution will provide a written explanation of the decision and deny the complaint; or
  - b. If it is determined that the student's concerns are substantiated in whole or in part, the institution will propose a resolution.

The response should specify that the student will have five school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student, a copy will be placed in the institution's Student Conduct File, and the original will be placed in the student file.

The student, once the dispute resolution process is complete, may file a complaint with PTIB ([www. privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)) if he/she feels the institution misled the student regarding the institution or any aspect of its operations.

### **Procedure for Grade Appeal:**

1. If a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted, he/she should discuss with his/her instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.
2. 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 Campus Coordinator.
3. The Campus Coordinator will obtain a copy of the assignment/test in question from the instructor and will have another instructor conduct a review.
4. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.



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5. Once the re-assessment is complete, the Program Head will review the process and, once his/her review is complete, the grade will be considered final and cannot be appealed.
6. The decisions on the grade appeal will be provided to students within 30 school days of Pacific Link College's receipt of the written complaint.

