

STUDENT DISPUTES, COMPLAINTS & APPEALS

This procedure is governed by its parent policy. Questions regarding this procedure are to be directed to the identified Procedure Owner.

Category:	I. Student Experience
Parent Policy:	I02
Approval Date:	November 7, 2026
Effective Date:	January 1, 2026
Procedure Owner(s):	Vice President, Student Experience Vice President, Academic Registrar & Director, Student Services

Overview:	Olds College of Agriculture & Technology (the “College”) recognizes that disputes, complaints and disagreements may arise from actions, decisions, and outcomes, including: Academic Disputes for Assignments, Course Final Grades, Academic Misconduct Decisions, and Non-Academic Complaint Outcomes.
Procedures:	Students have the right to appeal decisions and outcomes that affect them. Allowable appeals and processes available for students are captured below (also enlarged at the end of this document):

Responsibility	Dean/School			Vice President Responsible for Student Experience		Academic Council Appeals Committee
Type of Appeal	Academic Disputes for Assignments	Course Final Grades	Academic Misconduct	Non-Academic Complaint	Non-Academic Misconduct	Expulsion
Appealable	Yes, if conditions met.	Yes, if conditions met.	Yes, if conditions met.	Yes, if conditions met.	Yes, if conditions met.	Yes, if conditions met.
Addressed To	SAOC through approved submission process.	Dean, through approved submission process.	Dean, through approved submission process.	Vice President Student Experience	Vice President Student Experience	Registrar
Timeline	Within 10 business days of receiving the related grade.	Within 10 business days of receiving the related grade.	Within 5 business days of receiving notification.	Normally within 10 business days.	Within 10 business days of receiving notification.	Within 5 business days of receiving notification of decision leading to expulsion.
Decision Maker	Alternate instructor or Office of the Dean (or designate)	Dean (or designate)	Dean (or designate)	Vice President responsible for Student Experience	Vice President responsible for Student Experience	Academic Appeals Committee
Final Decision	Yes	Yes	Yes*	Yes	Yes*	Yes

Academic Dispute Process for Marked Assessments

1. In the event of a disagreement over a marked assessment, the appellant should address the complaint directly to the instructor involved.
2. It is expected that most issues can be resolved through discussion held in good faith.
3. Appellants may contact their Associate Dean if they have questions or require support navigating the academic dispute process.
4. If no consensus can be achieved about a mark through speaking with the instructor, the appellant may choose to pursue the Students' Association Olds College (SAOC) administered re-evaluation process.
5. Only assessments worth 10% or more of a student's final mark will be eligible for re-evaluation.
 - a. In the event the assessment is a group assessment, one appeal may be submitted for the entire group.
 - b. Individual appeals for a group assessment may only pertain to the individual's mark on the group assessment.
6. Within ten (10) business days of receiving the related grade, the appellant must submit a written request to the Vice President, Academic of the Students' Association of Olds College, stating their intention to initiate the re-evaluation process.
7. A \$40.00 re-evaluation fee is payable to the SAOC must be paid in advance to start the process. The fee is reimbursed only if the mark/grade is raised. This fee is per assessment.
8. The re-evaluation package should include: the marking rubric(s) or answer sheet(s), the unchanged assessments(s), as well as the re-evaluation form

provided by the Students' Association of Olds College. It is the student's responsibility to compile these documents.

9. The Students' Association is responsible for submitting it to the Associate Dean.
10. The re-evaluation package will then be reviewed by one of the following: an alternate instructor or the Office of the Dean.
11. The academic department has ten (10) business days to arrange marking and return the revised grade to the student.
12. The newly revised mark becomes the final mark regardless of whether the result is a higher or lower grade.

Course Final Mark and Letter Grade Appeals

1. Appeals must be made in writing through the approved appeal mechanism to the Dean of the program within ten (10) working days.
2. Appeals should clearly claim that one or more of the following were not correctly applied:
 - a. College policy governing evaluation and grading.
 - b. The criteria for evaluation, as outlined in the Course Outline, were not clear or specified.
 - c. The final grade was miscalculated.
3. The Dean reviewing the appeal may request a meeting with the appellant, if warranted.
4. The Dean will communicate the decision to the appellant within ten (10) working days after receiving the appeal.
5. The decision of the Dean is final.

Academic Misconduct Decision Appeals

1. Appeals should be made in writing through the approved appeal mechanism to the Dean within five (5) working days of receiving the outcome of the investigation.
2. The Associate Dean will provide the Dean with a copy of all materials pertaining to the original decision.
3. The Dean reviewing the appeal may request a meeting with the appellant, if warranted.
4. After reviewing the appeal, the Dean will notify in writing the following people of their decision: the student, the Registrar, the Associate Dean, and the instructor.
5. The decision of the Dean is final (with the exception of expulsion).

Non-Academic Complaints Resolution

Disputes and disagreements may arise from time to time. Where possible and where students feel comfortable, students should address the complaint directly with the College staff member or the student involved and seek to resolve the matter.

1. If the initial steps fail to produce a resolution or if the complainant feels unable to approach the other party directly, the complainant may refer a formal complaint to the Dean, Associate Dean or Director responsible for the activity or decision giving rise to the complaint.
2. Formal complaints will only be accepted if received in the Office of the Dean, Associate Dean or Director within ten (10) business days of the occurrence giving rise to the issue.
3. Upon receiving the complaint, the Dean, Associate Dean or Director will attempt to resolve the matter. They may address the issue through a

mediated discussion with all parties, conducting an investigation or using other means that may be appropriate to the situation.

Appeals to the Vice President responsible for Student Experience

Decisions related to a Non-Academic Complaint, Non-Academic Misconduct, and Sexual and Gender-Based Violence policies when the respondent is identified as a student may, under specific circumstances, be appealed to the Vice President responsible for Student Experience. Appeals will be considered on the following grounds:

1. The previous decision was unreasonable given the weakness of the evidence presented, and new evidence can be presented by the appellant that has the potential to alter the original decision.
2. The previous decision made was not congruent with existing College policies or a perceived bias exists.
3. Appeals must be made in writing to the Vice President responsible for Student Experience no more than ten (10) working days after receiving notification of the final decision.
4. If there is a conflict of interest with the Vice President responsible for Student Experience, the appeal will be handled by an alternate Vice President.
5. The written appeal must include the following:
 - a. Documentation related to the decision or sanction being appealed.
 - b. All correspondence between the appellant and the person who made the decision or imposed the sanction.
 - c. The Grounds for the Appeal:
 - i. Errors or omissions related to previously submitted evidence; or
 - ii. The previous decision is inconsistent with College policies.
 - d. New evidence can be presented by the appellant that has the potential to alter the original decision.
 - e. The appellant's desired outcome.
 - f. The names of any witnesses whom the appellant intends to present at a hearing (if called, see below).
6. Where warranted, the Vice President responsible for Student Experience may choose to hear the appeal in person and is free to contact and interview anyone involved or named in the investigation to determine the final outcome of the appeal.
7. The Vice President responsible for Student Experience will provide the appellant with a written decision within ten (10) business days of receiving the notification.
8. With the exception of two scenarios of allowable appeals listed below, the decision of the Vice President responsible for Student Experience shall be final.
 - a. Expelled from the College for violations of the policy on Academic Integrity (in this case the appeal can go to the Appeals Committee of Academic Council, see below).
 - b. Expelled from the College for a breach of the Non-Academic Misconduct procedure (in this case the appeal can go to the Appeals Committee of Academic Council, see below).

Appealing of Decisions and Outcomes Resulting in Expulsion

The provision of a final appeal, in cases of decisions and outcomes leading to expulsion, may be made to the Appeals Committee of the Academic Council, except in the event that a decision is related to expulsion due to an outcome of a Sexual and Gender-Based Violence investigation; then the appeal will be heard by the Vice President, responsible for Student Experience.

1. This appeal must be made in writing to the Office of the Registrar and addressed to the Chair of the Appeals Committee within 5 business days of a previous decision.
2. The written appeal must include the following:
 - a. Documentation related to the decision or sanction being appealed.
 - b. All correspondence between the Student and the person who made the decision or imposed the sanction.
 - c. The Grounds for the Appeal:
 - i. Errors or omissions related to previously submitted evidence; or
 - ii. The previous decision is inconsistent with College policies.
 - d. New evidence can be presented by the appellant that has the potential to alter the original decision.
 - e. The appellant's desired outcome.
 - f. The names of any witnesses whom the appellant intends to present at a hearing (if called, see below).
3. The Registrar will determine if the appellant is deemed to have the required documentation in place and notify the Chair of the Appeals Committee.
4. The Chair of the Appeals Committee will schedule an Appeals Committee Hearing to take place within ten (10) business days.
5. The appellant and representative(s) from the school/department involved in the appeal may be asked to appear at a hearing to present their case(s) directly to the Committee.
6. The appellant and the representative(s) may also be subject to cross-examination regarding the information presented to the Committee.
7. The decision of the Appeals Committee is final.

Definitions:

Academic Dispute: A disagreement raised by a student regarding the evaluation of an individual assignment, exam, or project within a course, where resolution is sought based on the grading criteria or academic judgment of the instructor.

Academic Misconduct: A breach of academic expectations or standards as defined in the Student Rights and Responsibilities Policy, which includes, but is not limited to, plagiarism, cheating, falsification, or any dishonest behavior intended to gain academic advantage.

Appeal: A formal request by a student for reconsideration of a decision or outcome that has a significant impact on their academic standing, student status, or participation in college life. Appeals must be submitted in writing through the approved appeal mechanism and are only accepted on specific allowable grounds as outlined in this procedure.

Appellant: The student submitting an appeal.

Complaint: A formal expression of dissatisfaction related to the conduct, decisions, or actions of another student, staff member, or academic/administrative

unit of the College. Complaints may be academic or non-academic in nature.

Days (Business Days): Refers to official working days of the College, typically Monday through Friday, excluding statutory holidays and College closures.

Dean/Associate Dean: The senior academic leader or their designate responsible for the administration and oversight of a specific program, school, or area within the College.

Dispute: A disagreement or concern raised by a student regarding an academic or non-academic matter, with the goal of resolving the issue through informal or formal processes.

Expulsion: A disciplinary sanction that results in the permanent removal of a student from the College. Students who are expelled may not apply for readmission unless otherwise stated in the terms of the decision.

Final Grade Appeal: A formal appeal submitted by a student contesting a final course grade, on the basis that College policy, course outline expectations, or grading criteria were not properly applied or followed.

Instructor: The faculty member responsible for teaching, evaluating, and assigning grades within a course or program.

Mediation: A collaborative conflict resolution process facilitated by a neutral third party (e.g., Dean or Director) that encourages open dialogue and negotiation between individuals to reach a mutually acceptable outcome.

Non-Academic Complaint: A complaint arising from interactions, services, or incidents that are not related to academic performance or course outcomes, including student conduct, College services, or administrative decisions.

Re-Evaluation Process (SAOC): A formal process administered by the Students' Association of Olds College (SAOC) to request a second marking of a qualifying assignment, exam, or project, subject to eligibility and fee requirements.

Registrar: The official responsible for student academic records, enrollment services, and administration of College academic policies.

Sanction: A disciplinary measure imposed as a result of a finding of misconduct, which may include warnings, grade penalties, suspension, or expulsion.

Sexual and Gender-Based Violence (SGBV): Any sexual act or act targeting a person's gender, whether physical or psychological, that is committed, threatened, or attempted against a person without their consent. SGBV cases involving students are governed by the Sexual and Gender-Based Violence Policy and related procedures.

Student: An individual who is currently enrolled in a course, program, or continuing education offering at Olds College of Agriculture & Technology.

Student Rights and Responsibilities Policy: The overarching policy that articulates the expectations, rights, and responsibilities of students enrolled at Olds College, along with procedures for resolving academic and non-academic issues.

Related Information:

I02 Student Rights & Responsibilities Policy
I02 Impairment from the Use of Alcohol, Cannabis, Other Drugs & Substances
Procedure
I02 Non-Academic Misconduct Procedure
I02 Academic Misconduct Procedure

Review Period:

3 years

Revision History:

New: November 2025