

Dispute Resolution & Grade Appeal Policy

Implementation Date

1 September 2010

Last Revision Date

2 April 2019

Position(s) Responsible

Chief Instructor/Campus Director

Authorized by

Policy

Western Maritime Institute provides an opportunity for students to resolve disputes of a serious nature and grades appeals in a fair and equitable manner for those courses where the marking is in the purview of the college. Pass/Fail grades issued by Transport Canada or other regulatory agencies may not be appealed using this process.

The policy applies to all students who are currently enrolled or were enrolled 30 days prior to the submitting their concern to the Chief Instructor or the Campus Director.

Procedure

1. When a concern arises, the student should address the concern with the faculty member 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 Chief Instructor.
2. In the absence of the Chief Instructor or a situation where the Chief Instructor is involved in the dispute, the student should address the concern directly with the Campus Director. Student will not be subject to any form of retaliation as a result of filing a complaint.
3. The Chief Instructor will arrange to meet with the student to discuss the concern and desired resolution within 5 school days of receiving the student's written concern, or as soon as practicable.
4. Following the meeting with the student, the Chief Instructor 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 (institution's) personnel.
5. The necessary enquiries and / or investigations shall be completed no later than 10 school days following the receipt of the student's written concerns. The Chief Instructor will do one of the following within 10 days of receiving the student's written concerns:

Determine that the student's concerns are not substantiated; or

- a. Determine that the student's concerns are substantiated in whole or in part;

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- b. Determine that the student's concerns are frivolous and vexatious.

The student and the institution's personnel involved shall receive a written summary of the above determination. A copy of all documentation relating to every student's complaint should be signed by all parties. A copy shall be given to the student, a copy will be placed in the school's Student Conduct File, and the original will be placed in the student file.

6. If it has been determined that the Student's concerns are substantiated in whole or in part the Chief Instructor shall include a proposed resolution of the substantiated concern(s).
7. If the student is not satisfied with the determination of the Chief Instructor, the student must advise the Chief Instructor in writing within 48 hours of being informed of the determination. The Chief Instructor will immediately refer the matter to the Campus Director. The Campus Director will review the matter and meet with the student within 5 school days.
8. The Campus Director shall either confirm or vary the determination of the Chief Instructor. Written reasons for the determination will be provided to the student within 45 days after the date on which the complaint was made. At this point the School's Dispute Resolution Process will be considered exhausted.
9. If the issue is of a serious nature the Campus Director may, in his/her sole discretion and cost, engage the services of a third party mediator to assist in the resolution of the dispute.
10. The student making the complaint may be represented by an agent or a lawyer.

Procedure for Grade Appeal

1. If a student is dissatisfied with the grade received for a mid-term or final course assessment 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 Chief Instructor.
3. The Chief Instructor will obtain a copy of the mid-term or final assessment from the instructor and will have the assessment re-marked by another instructor.

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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 assigned. If a grade appeal is reviewed by the Chief Instructor, the grade assigned following the re-mark and review will be final and cannot be appealed further.
5. If a grade appeal is reviewed by the Chief Instructor, the grade assigned following the re-mark and review will be final and cannot be appealed further.

Right to Appeal to the Private Training Institutions Branch

1. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Career Training Institutions Branch (www.privatetraininginstitutionsbranch.bc.ca).