

Appeals and Dispute Resolution Procedure

Category	Academic & Students	Department	SALT
Procedure Name	Appeals and Dispute Resolution	Approval Date	08/24/2023
Document ID	ACST-PRO-001	Approved By	Board of Directors
Parent Policy	Student Rights and Responsibilities Policy	Effective Date	10/01/2023
Procedure Owner	Director of SALT	Next Review Date / Mandated Review	08/24/2026
Procedure Lead	Director of SALT	Revision History	

The Appeals and Dispute Resolution Procedure (the “Procedure”) explains the process MaKami College (the “College”) follows for disputes and appeals. The Procedure applies to all student appeals.

Procedure Purpose

The Procedure explains the process the College follows when a student registers a dispute or appeals a decision, along with how such disputes are resolved and appeals are handled.

The Student Rights and Responsibilities Policy is the parent policy of this Procedure.

Definitions

- **Academic:** program activities or work relating to a student’s education within the College.
- **Academic honesty:** the expectation of students to produce their own ideas, credit others’ work and do their own work on assignments or exams.
- **Academic integrity:** the expectation of students to demonstrate honest and responsible behaviour in an educational setting.
- **Academic requirements:** the grades, work or participation required to graduate from a College program.
- **Appeal:** request for review and/or reversal of a decision.
- **Attendant:** a person designated by the complainant to accompany them to dispute meetings. This person can be any Member of the MaKami Community.
- **Complainant:** A current or former student at the College who registers a dispute or appeal.
- **Dispute:** a grievance against another student or staff member, the College policy or administrative process.
- **Discrimination:** when someone’s behaviour, decision or action results in unfair, prejudicial or detrimental treatment of someone else. People often experience discrimination based on factors such as gender, race, religious beliefs or disability.
- **Harassment:** unwanted, offensive or humiliating verbal comments or physical actions. Harassment can be a single incident or repeated incidents.

- **Instructor:** an employee or contractor of the College who teaches certain subject matter of a College program.
- **MaKami Leadership:** the executive leadership team and/or directors of the College.
- **Member of the MaKami Community:** a current or former staff member, student, contractor, or director of the College.
- **Non-academic:** any activities not related to a student's education within the College.
- **Program:** the required learning material a student must participate in, learn and pass to graduate from the College with a degree, diploma or certificate.
- **Respondent:** Any Member of the MaKami Community who is the source of the dispute the complainant has registered.
- **SALT:** The Strategic Academic Learning Team is a department of the College that supports students by removing any barriers to their education. This includes academic support, curriculum modifications, accommodations, counselling and disability funding.
- **SAS:** Student Advisory Services is a department of the College that helps students with all the resources relevant before they begin school and during school, such as enrolment and student funding.
- **Student:** an individual registered or enrolled in any College program.

Scope

This Procedure affects any academic and non-academic disputes or appeals initiated by a student and involving any Member of the MaKami Community.

Disputes

Disputes are separated into informal and formal categories.

A dispute is when a College student has a grievance against another Member of the MaKami Community, a College policy or an administrative process.

A complainant may register a dispute when there is a credible basis for alleged:

- Unfair application of College policy or process.
- Prevention of participation in College activities.
- Prevention of access to relevant College services.
- Unfair treatment due to harassment, intimidation or discrimination.

Appeals

The complainant may appeal a decision when there is a credible basis that the case reviewers did not:

- Follow the proper process for making the decision.
- Use all available evidence.
- Remove bias from their decision-making process.

The complainant must also demonstrate that the case reviewer's decision would likely have changed due to these factors.

Procedure Details

Informal disputes

An informal dispute is when a resolution is possible through a voluntary, structured interaction between the complainant and the respondent.

1. Complainants who have a dispute with another student, staff member or faculty member are expected to make every effort to resolve the issue in a positive and constructive manner by communicating openly with that person. The complainant may be accompanied by an attendant at any meeting(s).
2. Complainants unable to resolve the dispute are encouraged to invite a College approved mediator to help both parties listen to one another. The complainant is responsible for contacting a SALT supervisor to help resolve the dispute. The supervisor will respond within 3 to 5 business days.

Formal disputes

If the complainant and the other party cannot resolve the dispute, they have the option to refer the matter as a formal dispute.

1. A formal dispute must be written and submitted. The complainant is responsible for documenting the problem by completing the Campus Concern form on Moodle and including the details of "who, what, where, when, why and how".
2. After the complainant has completed the Campus Concern form, MaKami Leadership will review the case and respond to the parties in a timely manner and give priority based on the severity or degree of escalation determined as prudent.
3. The case reviewers will issue a written response to the dispute case, along with the reasons for their decision.
4. If the complainant is unhappy with the outcome of their dispute case, they may follow the process for appeals based on the conditions outlined in that process.

Written Appeals

1. The complainant is responsible for submitting documented evidence for an appeal within five business days of receiving the decision.
2. The appeal request must be submitted using the online Appeal Form, including all the required information. Incomplete forms will not be accepted.
3. If the appeal is considered to have a credible basis, MaKami Leadership will review the appeal and appoint a case manager.
4. The appropriate levels of College faculty members and MaKami Leadership will be consulted during the review of the appeal. MaKami Leadership will provide a final decision. This decision is non-negotiable and final.

5. The designated case manager is responsible for informing the complainant via email or other acceptable means of communication within 3 to 5 business days of receiving the decision.
6. Any appeal decisions are final and binding upon the parties.

Relevant Documents or Legislation

- Appeal Form
- Campus Concern Form
- Student Rights and Responsibilities Policy