

SUBJECT: FACULTY OF GRADUATE STUDIES POLICY ON APPEALS**1. Academic Appeals**

Such appeals deal with the evaluation of a student's academic work: course grades, grades assigned on research papers and other course work, the outcome of written and oral thesis examinations, the results of an assessment to determine if a student's academic performance warrants continued enrollment in the Faculty of Graduate Studies, the outcome of a language examination, and any other academic assessment or evaluation that may be carried out within a Graduate Program.

1.1 Procedure on Academic Appeals

- 1.1.1 It is expected that where appropriate and possible, a student will attempt to resolve a problem informally with the instructor or the appropriate person before initiating a formal appeal process.
- 1.1.2 Appeals must be submitted in writing, within 60 days of the action of decision being appealed.
- 1.1.3 The person to whom the appeal is addressed will normally be a course instructor (for appeals of grades) or a supervisor (in the case of other appeals as listed in 1 above). This person must acknowledge receipt of the appeal in writing within 10 days.
- 1.1.4 In the case of appeals concerning grades for courses or for work done in courses, the procedure to be followed is the same as for undergraduate students, as prescribed by the Senate Appeals Committee.
- 1.1.5 In the case of appeals concerning other matters listed in 1 above, the following procedure shall be followed:
 - 1.1.5.1 The student must meet with the supervisor, or the supervisory committee, or the Chair of the Program as appropriate (or, if the Chair is the supervisor, the Faculty Dean, or, if the Dean is the supervisor, the Vice-President (Academic)) in an attempt to resolve the matter. Within 5 days of the meeting, the Chair of the Program (or Faculty Dean) must send a written report of the meeting to the Dean of Graduate Studies, with a copy to the student. The report shall notify the Dean of the particulars of the case, and of the result of the meeting.
 - 1.1.5.2 If after the process set out in 1.1.5.1 is completed, the student is unsatisfied with the result and wished to continue the appeal, a written notice of his/her intention must be sent to the Dean of Graduate Studies within 15 days of receiving the letter from the Chair of Faculty Dean (1.1.5.1). The Dean of Graduate Studies will acknowledge receipt of the notice within 5 days of receiving it.
 - 1.1.5.3 The Dean of Graduate Studies will conduct an investigation of the matter. In the course of this investigation, he/she may ask for written reports from each member of the committee (1.1.4.1). Committee members may submit reports even if not asked to do so. Copies of all reports will be made available to the student. After reviewing these reports, the Dean of Graduate Studies will come to one of the following decisions:

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- 1.1.5.3.1 If the Dean is convinced that the process was appropriate, and that the reports clearly indicate academic deficiencies on the part of the student for which the original decision which led to the appeal was appropriate and reasonable, the Dean may decide to uphold the decision.
 - 1.1.5.3.2 If the Dean is convinced that the examination or other assessment process was flawed or improper, he/she may order a re-examination or other re-evaluation as appropriate. The new examination or evaluation will be conducted either by the same examining committee as the original one, or by a new one, as deemed appropriate by the Dean.
 - 1.1.5.3.3 If the Dean is convinced that the examination or other process was correct, but that factors other than academic merit may have influenced the decision, he/she may order a re-examination or a re-evaluation, as he/she deems appropriate. The new examination or evaluation will be conducted either by the same examining committee as the original one, or by a new one, as deemed appropriate by the Dean.
 - 1.1.5.3.4 If the Dean is convinced that a new examination or evaluation is unlikely to resolve the issue, or if the result of the new examination or evaluation is appealed, he/she may, with the consent of the Program, appoint external assessors to evaluate the student's performance.

1.1.6 In all cases concerning appeals, a further appeal may be made to the Senate Appeals Committee, which shall deal with it according to its rules of procedure.

2. Appeals Concerning Other Matters

Appeals may arise out of other difficulties involving the academic relationship between students and Faculty Members. It is sometimes necessary, for instance, for a student to change supervisors, or a student may have other difficulties with a supervisor, or a student may have difficulties of a personal nature with a Faculty member. Because the personal and professional relationship between student and Faculty member can become entangled, and because problems of this sort can be perceived as potentially career-threatening by a student, there is a need for a process by which a student can seek mediation and resolution in such cases. Because each is different, and because a formal committee procedure as outlined under 1.1 may not be appropriate in such cases, the following procedure shall be followed:

- 2.1 A student experiencing such difficulties shall attempt to resolve them informally at the level of the individual instructor or the Program Chair.
- 2.2 If this cannot be done, or if the nature of the problem is such that the student does not wish to attempt it, the student should seek the advice of Dean of Graduate Studies, who shall follow one of the following procedures:
 - 2.2.1 If the Dean thinks it advisable, he/she shall seek to bring about a solution through informal means.
 - 2.2.2 If in the opinion of the Dean the complaint is invalid, he/she shall advise the student of this opinion, and take no further action.
 - 2.2.3 If in the opinion of the Dean the complaint is valid, but that an informal solution is unlikely to be brought about, or if the Dean has attempted an informal solution and has failed, he/she shall advise the student of this fact.

2.2.4 In the case of 2.2.2 and 2.2.3, the student may choose not to proceed further, or the student may choose to proceed with the matter. In the second case, the student shall make a written complaint to the Senate Appeals Committee, which shall consider it according to its rules of procedure.